Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161138023	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
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592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
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592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161138023			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jan, 2025 04:31:40 PM	02 Jan, 2025 01:37:29 PM	31 Dec, 2024 08:26:26 PM	0:09:55		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
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592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
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592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
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592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
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592161131895	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161131895			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 01:00:55 AM	02 Jan, 2025 02:48:19 PM	31 Dec, 2024 07:52:34 PM	0:03:28		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
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592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
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592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	omer	02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
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592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161207049			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 02:30:33 PM	02 Jan, 2025 02:53:55 PM	02 Jan, 2025 01:46:02 PM	0:04:03		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
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592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
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592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
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592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161005336			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 02:55:18 PM	02 Jan, 2025 03:01:42 PM	30 Dec, 2024 09:21:55 PM	0:03:05		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
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592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
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592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
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592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161138416	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592161138416			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 02:36:25 PM	02 Jan, 2025 03:16:59 PM	31 Dec, 2024 08:30:49 PM	0:03:59		Internal
592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
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592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
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592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
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592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
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592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
592160843815			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Dec, 2024 10:31:21 PM	02 Jan, 2025 03:43:41 PM	29 Dec, 2024 08:48:52 PM	0:02:49		Internal
592161112885			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 04:08:11 PM	02 Jan, 2025 04:18:48 PM	31 Dec, 2024 06:22:14 PM	0:03:53		Internal
592161112885			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 04:08:11 PM	02 Jan, 2025 04:18:48 PM	31 Dec, 2024 06:22:14 PM	0:03:53		Internal
592161112885			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 04:08:11 PM	02 Jan, 2025 04:18:48 PM	31 Dec, 2024 06:22:14 PM	0:03:53		Internal
592161112885			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 04:08:11 PM	02 Jan, 2025 04:18:48 PM	31 Dec, 2024 06:22:14 PM	0:03:53		Internal
592161112885			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 04:08:11 PM	02 Jan, 2025 04:18:48 PM	31 Dec, 2024 06:22:14 PM	0:03:53		Internal
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592161112885			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jan, 2025 04:08:11 PM	02 Jan, 2025 04:18:48 PM	31 Dec, 2024 06:22:14 PM	0:03:53		Internal
592161112885			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 04:08:11 PM	02 Jan, 2025 04:18:48 PM	31 Dec, 2024 06:22:14 PM	0:03:53		Internal
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592161112885			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 04:08:11 PM	02 Jan, 2025 04:18:48 PM	31 Dec, 2024 06:22:14 PM	0:03:53		Internal
592161112885			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 04:08:11 PM	02 Jan, 2025 04:18:48 PM	31 Dec, 2024 06:22:14 PM	0:03:53		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161112885	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	02 Jan, 2025 04:08:11 PM	02 Jan, 2025 04:18:48 PM	31 Dec, 2024 06:22:14 PM	0:03:53		Internal
592161112885			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 04:08:11 PM	02 Jan, 2025 04:18:48 PM	31 Dec, 2024 06:22:14 PM	0:03:53		Internal
592161112885			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 04:08:11 PM	02 Jan, 2025 04:18:48 PM	31 Dec, 2024 06:22:14 PM	0:03:53		Internal
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592161112885			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 04:08:11 PM	02 Jan, 2025 04:18:48 PM	31 Dec, 2024 06:22:14 PM	0:03:53		Internal
592161112885			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 04:08:11 PM	02 Jan, 2025 04:18:48 PM	31 Dec, 2024 06:22:14 PM	0:03:53		Internal
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592161112885			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 04:08:11 PM	02 Jan, 2025 04:18:48 PM	31 Dec, 2024 06:22:14 PM	0:03:53		Internal
592161112885			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 04:08:11 PM	02 Jan, 2025 04:18:48 PM	31 Dec, 2024 06:22:14 PM	0:03:53		Internal
592161112885			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 04:08:11 PM	02 Jan, 2025 04:18:48 PM	31 Dec, 2024 06:22:14 PM	0:03:53		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161136840	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161136840			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 04:48:16 PM	02 Jan, 2025 04:54:08 PM	31 Dec, 2024 08:20:29 PM	0:03:49		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
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592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
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592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
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592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161124429			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 05:08:07 PM	02 Jan, 2025 05:14:17 PM	31 Dec, 2024 07:17:08 PM	0:02:09		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161164291	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161164291			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 05:30:52 PM	02 Jan, 2025 05:49:50 PM	01 Jan, 2025 01:17:25 PM	0:03:29		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
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592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
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592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592161099966			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 05:01:03 AM	02 Jan, 2025 06:07:48 PM	31 Dec, 2024 05:28:56 PM	0:04:50		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
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592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
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592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592160829941	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592160829941			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Dec, 2024 10:31:26 AM	02 Jan, 2025 06:11:09 PM	29 Dec, 2024 08:39:27 AM	0:02:34		Internal
592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
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592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
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592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
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592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
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592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
592161116783			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 01:01:04 PM	02 Jan, 2025 07:08:01 PM	31 Dec, 2024 06:39:50 PM	0:09:15		Internal
592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
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592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
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592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal

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592161278471	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
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592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
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592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
592161278471			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 06:58:46 PM	02 Jan, 2025 07:46:17 PM	02 Jan, 2025 05:27:26 PM	0:09:59		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592161107496			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jan, 2025 08:31:50 PM	02 Jan, 2025 07:46:47 PM	31 Dec, 2024 06:00:27 PM	0:05:01		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
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592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
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592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160938021			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 07:40:05 PM	02 Jan, 2025 07:51:33 PM	30 Dec, 2024 05:39:33 PM	0:03:16		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
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592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
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592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
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592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
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592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160942285			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 06:38:32 PM	02 Jan, 2025 07:53:54 PM	30 Dec, 2024 05:47:29 PM	0:04:07		Internal
592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592160776299	[redacted]	[redacted]	CTE_Bus_Resolution_Consult	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
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592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
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592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
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592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
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592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
592160776299			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 08:07:35 PM	02 Jan, 2025 08:15:58 PM	27 Dec, 2024 09:18:29 PM	0:03:12		Internal
592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
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592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
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592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
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592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal

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592160935027	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
592160935027			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 08:19:51 PM	02 Jan, 2025 08:22:09 PM	30 Dec, 2024 05:55:30 PM	0:02:20		Internal
592161012695			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 12:52:27 PM	03 Jan, 2025 12:55:09 PM	30 Dec, 2024 10:36:30 PM	0:02:38		Internal
592161012695			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 12:52:27 PM	03 Jan, 2025 12:55:09 PM	30 Dec, 2024 10:36:30 PM	0:02:38		Internal
592161012695			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 12:52:27 PM	03 Jan, 2025 12:55:09 PM	30 Dec, 2024 10:36:30 PM	0:02:38		Internal
592161012695			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 12:52:27 PM	03 Jan, 2025 12:55:09 PM	30 Dec, 2024 10:36:30 PM	0:02:38		Internal
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592161012695			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 12:52:27 PM	03 Jan, 2025 12:55:09 PM	30 Dec, 2024 10:36:30 PM	0:02:38		Internal
592161012695			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 12:52:27 PM	03 Jan, 2025 12:55:09 PM	30 Dec, 2024 10:36:30 PM	0:02:38		Internal
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592161012695			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 12:52:27 PM	03 Jan, 2025 12:55:09 PM	30 Dec, 2024 10:36:30 PM	0:02:38		Internal
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592161012695			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 12:52:27 PM	03 Jan, 2025 12:55:09 PM	30 Dec, 2024 10:36:30 PM	0:02:38		Internal
592161012695			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 12:52:27 PM	03 Jan, 2025 12:55:09 PM	30 Dec, 2024 10:36:30 PM	0:02:38		Internal
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592161012695			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 12:52:27 PM	03 Jan, 2025 12:55:09 PM	30 Dec, 2024 10:36:30 PM	0:02:38		Internal
592161012695			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 12:52:27 PM	03 Jan, 2025 12:55:09 PM	30 Dec, 2024 10:36:30 PM	0:02:38		Internal
592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
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592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal

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592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
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592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
592161095621			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 01:06:46 PM	03 Jan, 2025 01:09:44 PM	31 Dec, 2024 05:25:42 PM	0:03:29		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592160869707	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160869707			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 01:35:46 PM	03 Jan, 2025 01:42:44 PM	30 Dec, 2024 02:08:37 PM	0:02:41		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
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592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
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592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
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592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592160627167			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Dec, 2024 02:01:33 AM	03 Jan, 2025 02:04:53 PM	26 Dec, 2024 09:19:20 PM	0:05:00		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
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592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
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592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161265540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 05:01:13 PM	03 Jan, 2025 03:07:36 PM	02 Jan, 2025 04:51:00 PM	0:02:13		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161046868			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Dec, 2024 07:01:00 PM	03 Jan, 2025 03:29:00 PM	31 Dec, 2024 02:15:56 PM	0:05:16		Internal
592161328236			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161328236	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236		CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236		CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236		CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161328236		CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 02:44:02 PM	03 Jan, 2025 03:47:46 PM	02 Jan, 2025 07:19:50 PM	0:03:18		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161425681		CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 03:47:07 PM	03 Jan, 2025 03:49:42 PM	03 Jan, 2025 02:30:51 PM	0:04:02		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161334413		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 04:24:07 PM	03 Jan, 2025 04:36:46 PM	02 Jan, 2025 08:12:01 PM	0:05:07		Internal
592161108043		CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043		CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043		CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043		CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043		CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
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592161108043		CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161108043	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
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592161108043			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161108043			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 05:19:47 PM	03 Jan, 2025 05:24:55 PM	31 Dec, 2024 06:03:33 PM	0:02:47		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
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592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
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592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
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592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161417548			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 06:14:22 PM	03 Jan, 2025 06:26:17 PM	03 Jan, 2025 01:42:11 PM	0:05:27		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161281317	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
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592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
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592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161281317			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 06:31:45 AM	03 Jan, 2025 06:33:20 PM	02 Jan, 2025 05:41:42 PM	0:03:48		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161415826			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 06:30:34 PM	03 Jan, 2025 06:51:56 PM	03 Jan, 2025 01:33:18 PM	0:05:35		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161383964			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 07:04:19 PM	03 Jan, 2025 07:09:05 PM	02 Jan, 2025 10:28:06 PM	0:02:16		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161092067	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161092067			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 07:34:31 PM	03 Jan, 2025 07:38:33 PM	31 Dec, 2024 05:00:53 PM	0:03:22		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161384561			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 02:32:06 AM	03 Jan, 2025 07:42:35 PM	02 Jan, 2025 10:31:09 PM	0:03:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161231679	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
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592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
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592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161231679			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 10:31:43 AM	03 Jan, 2025 07:59:20 PM	02 Jan, 2025 03:23:37 PM	0:09:34		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
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592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
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592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
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592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161431889			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 07:52:44 PM	03 Jan, 2025 08:10:22 PM	03 Jan, 2025 02:53:35 PM	0:03:22		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161467564	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
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592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
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592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
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592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161467564			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	06 Jan, 2025 02:18:46 PM	06 Jan, 2025 02:26:19 PM	03 Jan, 2025 04:51:46 PM	0:03:25		Internal
592161274945			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161274945	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161274945		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jan, 2025 06:02:20 AM	06 Jan, 2025 02:55:42 PM	02 Jan, 2025 04:53:56 PM	0:03:20		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
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592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161672026		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 02:00:31 PM	06 Jan, 2025 03:45:44 PM	06 Jan, 2025 01:43:28 PM	0:07:30		Internal
592161053780		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161053780	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
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592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161053780			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jan, 2025 12:31:39 PM	06 Jan, 2025 03:57:01 PM	31 Dec, 2024 02:46:33 PM	0:09:45		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161646517	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161646517			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	06 Jan, 2025 02:00:16 AM	06 Jan, 2025 04:16:39 PM	05 Jan, 2025 07:09:11 PM	0:03:54		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
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592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161151452			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	01 Jan, 2025 08:31:50 PM	06 Jan, 2025 04:30:47 PM	31 Dec, 2024 10:04:43 PM	0:02:43		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161423699	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
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592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161423699			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 03:00:30 PM	06 Jan, 2025 04:34:11 PM	03 Jan, 2025 02:18:33 PM	0:05:28		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
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592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161216152			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 04:45:51 PM	02 Jan, 2025 02:29:01 PM	0:06:38		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161301826	[redacted]		CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161301826			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 04:39:03 PM	06 Jan, 2025 04:49:49 PM	02 Jan, 2025 06:04:00 PM	0:03:16		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161685066	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161685066			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 05:08:37 PM	06 Jan, 2025 05:34:06 PM	06 Jan, 2025 02:35:47 PM	0:03:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
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592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161145424	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161145424			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 05:22:52 PM	06 Jan, 2025 05:38:50 PM	31 Dec, 2024 09:09:14 PM	0:04:39		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161310892			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 06:31:42 AM	06 Jan, 2025 06:11:43 PM	02 Jan, 2025 07:06:47 PM	0:04:55		Internal
592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
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592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
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592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
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592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal

Master Contact	[redacted]	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161190202		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161190202		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 10:31:40 PM	06 Jan, 2025 06:20:27 PM	02 Jan, 2025 03:57:45 AM	0:03:14		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
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592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161200265		CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 05:01:06 PM	06 Jan, 2025 06:22:54 PM	02 Jan, 2025 01:12:18 PM	0:06:18		Internal
592161673911		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
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592161673911		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
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592161673911		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
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592161673911		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161673911	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161673911			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 02:00:29 PM	06 Jan, 2025 07:04:59 PM	06 Jan, 2025 01:52:45 PM	0:05:03		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161725760			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 06:44:43 PM	06 Jan, 2025 07:28:32 PM	06 Jan, 2025 04:36:05 PM	0:06:26		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161632252	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161632252			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Jan, 2025 08:32:01 AM	06 Jan, 2025 07:32:15 PM	05 Jan, 2025 06:37:44 AM	0:02:58		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
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592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161559672			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 07:39:53 PM	06 Jan, 2025 07:48:52 PM	03 Jan, 2025 09:19:44 PM	0:06:19		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161530695	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161530695			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 07:46:19 PM	06 Jan, 2025 07:57:24 PM	03 Jan, 2025 08:21:41 PM	0:02:14		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
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592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161112611	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161112611			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 08:11:02 PM	06 Jan, 2025 08:14:47 PM	31 Dec, 2024 06:21:48 PM	0:02:58		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161794235			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 08:26:01 PM	06 Jan, 2025 08:31:05 PM	06 Jan, 2025 07:55:17 PM	0:03:13		Internal
592161405673			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161405673	Kimberly Goodwin	NH_Res_Correa_K	CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 08:30:49 PM	06 Jan, 2025 08:37:05 PM	03 Jan, 2025 08:12:49 AM	0:03:06		Internal
592161673035	Karol Flanagan	NH_Res_Correa_K	CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035	Karol Flanagan	NH_Res_Correa_K	CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035	Karol Flanagan	NH_Res_Correa_K	CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035	Karol Flanagan	NH_Res_Correa_K	CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035	Karol Flanagan	NH_Res_Correa_K	CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035	Karol Flanagan	NH_Res_Correa_K	CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035	Karol Flanagan	NH_Res_Correa_K	CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035	Karol Flanagan	NH_Res_Correa_K	CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035	Karol Flanagan	NH_Res_Correa_K	CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035	Karol Flanagan	NH_Res_Correa_K	CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035	Karol Flanagan	NH_Res_Correa_K	CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035	Karol Flanagan	NH_Res_Correa_K	CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035	Karol Flanagan	NH_Res_Correa_K	CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
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592161673035	Karol Flanagan	NH_Res_Correa_K	CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035	Karol Flanagan	NH_Res_Correa_K	CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035	Karol Flanagan	NH_Res_Correa_K	CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035	Karol Flanagan	NH_Res_Correa_K	CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161673035	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161673035			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 02:00:28 PM	06 Jan, 2025 09:00:30 PM	06 Jan, 2025 01:47:29 PM	0:09:32		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
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592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
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592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
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592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
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592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161639780			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Jan, 2025 04:31:01 PM	06 Jan, 2025 09:15:22 PM	05 Jan, 2025 03:38:04 PM	0:03:33		Internal
592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
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592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
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592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
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592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
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592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161647375	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
592161647375			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				05 Jan, 2025 08:30:24 PM	06 Jan, 2025 10:07:23 PM	05 Jan, 2025 07:41:08 PM	0:03:09		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161740837			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 06:00:27 PM	06 Jan, 2025 10:15:05 PM	06 Jan, 2025 04:55:08 PM	0:04:23		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161809880	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161809880			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 12:51:02 PM	07 Jan, 2025 01:02:47 PM	06 Jan, 2025 08:42:17 PM	0:04:43		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
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592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
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592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
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592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161591649			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 01:29:33 PM	07 Jan, 2025 01:32:49 PM	04 Jan, 2025 02:17:52 AM	0:02:54		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
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592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161782672	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161782672			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 01:39:11 PM	07 Jan, 2025 01:56:11 PM	06 Jan, 2025 07:15:53 PM	0:03:04		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
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592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
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592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161430563			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 06:31:31 PM	07 Jan, 2025 02:01:54 PM	03 Jan, 2025 02:46:02 PM	0:07:22		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal

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592161201399	[redacted]	[redacted]	CTE_Bus_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
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592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
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592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
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592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161201399			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 05:02:10 PM	07 Jan, 2025 02:22:49 PM	02 Jan, 2025 01:17:23 PM	0:03:36		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
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592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
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592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
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592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161667971			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 02:00:30 PM	07 Jan, 2025 02:25:10 PM	06 Jan, 2025 01:26:18 PM	0:02:40		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161666263	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161666263			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 02:00:31 PM	07 Jan, 2025 02:43:10 PM	06 Jan, 2025 01:15:32 PM	0:03:03		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161467439	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161467439			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 02:38:07 PM	07 Jan, 2025 02:59:54 PM	03 Jan, 2025 04:52:58 PM	0:04:11		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
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592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
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592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161591052			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 02:36:22 PM	07 Jan, 2025 03:00:04 PM	04 Jan, 2025 01:44:26 AM	0:03:55		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161676738	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161676738			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 09:00:28 AM	07 Jan, 2025 03:22:56 PM	06 Jan, 2025 01:56:58 PM	0:03:18		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
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592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
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592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161441469			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 03:16:20 PM	07 Jan, 2025 03:48:39 PM	03 Jan, 2025 03:16:01 PM	0:07:09		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161396936	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
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592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
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592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
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592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161396936			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 03:54:05 PM	07 Jan, 2025 03:57:04 PM	03 Jan, 2025 12:07:44 AM	0:05:44		Internal
592161850830			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
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592161850830			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
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592161850830			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
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592161850830			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161850830	[redacted]	[redacted]ts	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830		[redacted]ts	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830		[redacted]ts	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830		[redacted]ts	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830		[redacted]ts	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830		[redacted]ts	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830		[redacted]ts	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830		[redacted]ts	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830		[redacted]ts	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830		[redacted]ts	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161850830		[redacted]ts	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 01:00:34 AM	07 Jan, 2025 04:03:37 PM	06 Jan, 2025 11:14:10 PM	0:04:33		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161668052		[redacted]ts	CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 02:00:37 PM	07 Jan, 2025 04:21:22 PM	06 Jan, 2025 01:28:51 PM	0:03:32		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
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592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161664825	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161664825			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 02:00:29 PM	07 Jan, 2025 04:58:40 PM	06 Jan, 2025 01:09:22 PM	0:09:40		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
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592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161831083			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 05:00:27 AM	07 Jan, 2025 05:17:08 PM	06 Jan, 2025 09:22:23 PM	0:02:57		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161871566	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161871566			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 07:25:42 PM	07 Jan, 2025 07:36:18 PM	07 Jan, 2025 01:03:07 PM	0:02:50		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161212692	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161212692			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	07 Jan, 2025 07:50:04 PM	07 Jan, 2025 07:56:16 PM	02 Jan, 2025 02:29:56 PM	0:03:10		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161930908			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	08 Jan, 2025 06:00:34 AM	08 Jan, 2025 01:05:08 PM	07 Jan, 2025 04:20:17 PM	0:02:09		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161817891	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161817891			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jan, 2025 02:40:20 PM	08 Jan, 2025 02:43:14 PM	06 Jan, 2025 08:41:32 PM	0:04:40		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
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592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
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592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
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592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
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592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161255068			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 05:02:20 PM	08 Jan, 2025 02:43:28 PM	02 Jan, 2025 04:51:49 PM	0:04:01		Internal
592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal

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592161974385	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
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592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
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592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
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592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
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592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
592161974385			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jan, 2025 03:58:34 PM	08 Jan, 2025 04:09:37 PM	07 Jan, 2025 06:34:44 PM	0:03:53		Internal
592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
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592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
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592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
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592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
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592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
592161937741			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jan, 2025 04:22:55 PM	08 Jan, 2025 04:37:00 PM	07 Jan, 2025 04:40:18 PM	0:03:12		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
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592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592161750987			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 09:00:38 PM	08 Jan, 2025 05:43:53 PM	06 Jan, 2025 05:33:56 PM	0:03:00		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
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592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162051050	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162051050			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jan, 2025 02:00:36 AM	08 Jan, 2025 06:01:20 PM	07 Jan, 2025 11:09:51 PM	0:08:47		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
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592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
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592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592162088140			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jan, 2025 07:05:56 PM	08 Jan, 2025 07:20:36 PM	08 Jan, 2025 02:53:10 PM	0:05:07		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
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592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161649818	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
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592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161649818			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jan, 2025 07:22:25 PM	08 Jan, 2025 07:26:08 PM	05 Jan, 2025 09:08:58 PM	0:03:25		Internal
592161594829			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jan, 2025 07:56:35 PM	08 Jan, 2025 08:04:11 PM	04 Jan, 2025 08:18:28 AM	0:02:44		Internal
592161594829			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jan, 2025 07:56:35 PM	08 Jan, 2025 08:04:11 PM	04 Jan, 2025 08:18:28 AM	0:02:44		Internal
592161594829			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jan, 2025 07:56:35 PM	08 Jan, 2025 08:04:11 PM	04 Jan, 2025 08:18:28 AM	0:02:44		Internal
592161594829			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jan, 2025 07:56:35 PM	08 Jan, 2025 08:04:11 PM	04 Jan, 2025 08:18:28 AM	0:02:44		Internal
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592161594829			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jan, 2025 07:56:35 PM	08 Jan, 2025 08:04:11 PM	04 Jan, 2025 08:18:28 AM	0:02:44		Internal
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592161594829			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jan, 2025 07:56:35 PM	08 Jan, 2025 08:04:11 PM	04 Jan, 2025 08:18:28 AM	0:02:44		Internal
592161594829			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 07:56:35 PM	08 Jan, 2025 08:04:11 PM	04 Jan, 2025 08:18:28 AM	0:02:44		Internal
592161594829			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 07:56:35 PM	08 Jan, 2025 08:04:11 PM	04 Jan, 2025 08:18:28 AM	0:02:44		Internal

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592161594829			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	08 Jan, 2025 07:56:35 PM	08 Jan, 2025 08:04:11 PM	04 Jan, 2025 08:18:28 AM	0:02:44		Internal
592161594829			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	08 Jan, 2025 07:56:35 PM	08 Jan, 2025 08:04:11 PM	04 Jan, 2025 08:18:28 AM	0:02:44		Internal
592161594829			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	08 Jan, 2025 07:56:35 PM	08 Jan, 2025 08:04:11 PM	04 Jan, 2025 08:18:28 AM	0:02:44		Internal
592161594829			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	08 Jan, 2025 07:56:35 PM	08 Jan, 2025 08:04:11 PM	04 Jan, 2025 08:18:28 AM	0:02:44		Internal
592162015482			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	08 Jan, 2025 02:00:38 PM	08 Jan, 2025 08:46:55 PM	07 Jan, 2025 08:36:52 PM	0:05:19		Internal
592162015482			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	08 Jan, 2025 02:00:38 PM	08 Jan, 2025 08:46:55 PM	07 Jan, 2025 08:36:52 PM	0:05:19		Internal
592162015482			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	08 Jan, 2025 02:00:38 PM	08 Jan, 2025 08:46:55 PM	07 Jan, 2025 08:36:52 PM	0:05:19		Internal
592162015482			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	08 Jan, 2025 02:00:38 PM	08 Jan, 2025 08:46:55 PM	07 Jan, 2025 08:36:52 PM	0:05:19		Internal
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592162015482			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	08 Jan, 2025 02:00:38 PM	08 Jan, 2025 08:46:55 PM	07 Jan, 2025 08:36:52 PM	0:05:19		Internal
592162015482			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	08 Jan, 2025 02:00:38 PM	08 Jan, 2025 08:46:55 PM	07 Jan, 2025 08:36:52 PM	0:05:19		Internal
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592162015482			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	08 Jan, 2025 02:00:38 PM	08 Jan, 2025 08:46:55 PM	07 Jan, 2025 08:36:52 PM	0:05:19		Internal
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592162015482			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	08 Jan, 2025 02:00:38 PM	08 Jan, 2025 08:46:55 PM	07 Jan, 2025 08:36:52 PM	0:05:19		Internal
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592162015482			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	08 Jan, 2025 02:00:38 PM	08 Jan, 2025 08:46:55 PM	07 Jan, 2025 08:36:52 PM	0:05:19		Internal
592162015482			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	08 Jan, 2025 02:00:38 PM	08 Jan, 2025 08:46:55 PM	07 Jan, 2025 08:36:52 PM	0:05:19		Internal
592161852612			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	08 Jan, 2025 06:00:45 PM	08 Jan, 2025 08:47:43 PM	06 Jan, 2025 10:52:18 PM	0:04:31		Internal
592161852612			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	08 Jan, 2025 06:00:45 PM	08 Jan, 2025 08:47:43 PM	06 Jan, 2025 10:52:18 PM	0:04:31		Internal
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592161852612			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jan, 2025 06:00:45 PM	08 Jan, 2025 08:47:43 PM	06 Jan, 2025 10:52:18 PM	0:04:31		Internal
592161852612			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 06:00:45 PM	08 Jan, 2025 08:47:43 PM	06 Jan, 2025 10:52:18 PM	0:04:31		Internal
592161852612			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 06:00:45 PM	08 Jan, 2025 08:47:43 PM	06 Jan, 2025 10:52:18 PM	0:04:31		Internal
592161852612			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jan, 2025 06:00:45 PM	08 Jan, 2025 08:47:43 PM	06 Jan, 2025 10:52:18 PM	0:04:31		Internal
592161852612			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Jan, 2025 06:00:45 PM	08 Jan, 2025 08:47:43 PM	06 Jan, 2025 10:52:18 PM	0:04:31		Internal
592161852612			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jan, 2025 06:00:45 PM	08 Jan, 2025 08:47:43 PM	06 Jan, 2025 10:52:18 PM	0:04:31		Internal
592161852612			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jan, 2025 06:00:45 PM	08 Jan, 2025 08:47:43 PM	06 Jan, 2025 10:52:18 PM	0:04:31		Internal
592161852612			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jan, 2025 06:00:45 PM	08 Jan, 2025 08:47:43 PM	06 Jan, 2025 10:52:18 PM	0:04:31		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161732232			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 05:00:34 PM	09 Jan, 2025 01:10:42 PM	06 Jan, 2025 04:51:09 PM	0:03:38		Internal
592161478397			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161478397		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
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592161478397		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397		CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161478397		CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 01:40:22 PM	09 Jan, 2025 01:45:47 PM	03 Jan, 2025 05:33:25 PM	0:02:52		Internal
592161821150		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
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592161821150		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161821150	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592161821150			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 05:00:33 PM	09 Jan, 2025 01:49:39 PM	06 Jan, 2025 09:10:52 PM	0:04:50		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592162009345			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jan, 2025 10:00:29 AM	09 Jan, 2025 02:12:31 PM	07 Jan, 2025 08:30:12 PM	0:05:25		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161718196	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592161718196			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 02:13:07 PM	09 Jan, 2025 02:18:01 PM	06 Jan, 2025 04:16:35 PM	0:02:19		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592162048768			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jan, 2025 02:00:38 PM	09 Jan, 2025 02:34:45 PM	07 Jan, 2025 10:56:22 PM	0:09:35		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161816492			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 02:33:34 PM	09 Jan, 2025 02:50:31 PM	06 Jan, 2025 08:43:34 PM	0:06:40		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161882438	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592161882438			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 03:42:03 PM	09 Jan, 2025 03:48:29 PM	07 Jan, 2025 01:55:32 PM	0:03:12		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162174718	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 03:14:36 PM	09 Jan, 2025 04:03:04 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162008456			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jan, 2025 10:00:43 PM	09 Jan, 2025 04:15:29 PM	07 Jan, 2025 08:12:59 PM	0:06:23		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162264407	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
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592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
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592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
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592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592162264407			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 04:10:14 PM	09 Jan, 2025 04:34:38 PM	09 Jan, 2025 03:12:07 PM	0:04:37		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161416769	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592161416769			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 04:53:12 PM	09 Jan, 2025 04:57:47 PM	03 Jan, 2025 01:38:43 PM	0:03:41		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592162023711			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162023711	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	09 Jan, 2025 05:17:16 PM	09 Jan, 2025 05:24:29 PM	07 Jan, 2025 08:59:08 PM	0:02:12		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
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592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
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592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
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592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161848462			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 05:33:40 PM	09 Jan, 2025 05:40:17 PM	06 Jan, 2025 10:36:45 PM	0:03:13		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161483416	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161483416			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 05:54:24 PM	09 Jan, 2025 05:58:35 PM	03 Jan, 2025 05:08:32 PM	0:03:12		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
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592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161995793	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161995793			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 05:32:32 PM	09 Jan, 2025 06:32:58 PM	07 Jan, 2025 07:55:44 PM	0:03:42		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
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592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161991887			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 06:35:30 PM	09 Jan, 2025 06:56:55 PM	07 Jan, 2025 07:42:09 PM	0:08:28		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161790917	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592161790917			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 07:05:43 PM	09 Jan, 2025 07:09:49 PM	06 Jan, 2025 07:42:30 PM	0:03:08		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
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592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592162171170			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 07:14:48 PM	09 Jan, 2025 07:40:27 PM	08 Jan, 2025 07:50:05 PM	0:05:02		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161522096	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161522096			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 07:38:44 PM	09 Jan, 2025 07:42:37 PM	03 Jan, 2025 07:52:42 PM	0:03:45		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161831763	[redacted]	[redacted]	CTE_Bus_Payment	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
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592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592161831763			CTE_Bus_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	09 Jan, 2025 08:09:19 PM	09 Jan, 2025 08:13:12 PM	06 Jan, 2025 09:43:53 PM	0:02:04		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
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592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
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592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
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592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162154334	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592162154334			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 07:59:40 PM	09 Jan, 2025 08:13:58 PM	08 Jan, 2025 06:41:10 PM	0:02:59		Internal
592161931805			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 08:22:24 PM	09 Jan, 2025 08:27:54 PM	07 Jan, 2025 04:23:09 PM	0:02:37		Internal
592161931805			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 08:22:24 PM	09 Jan, 2025 08:27:54 PM	07 Jan, 2025 04:23:09 PM	0:02:37		Internal
592161931805			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 08:22:24 PM	09 Jan, 2025 08:27:54 PM	07 Jan, 2025 04:23:09 PM	0:02:37		Internal
592161931805			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 08:22:24 PM	09 Jan, 2025 08:27:54 PM	07 Jan, 2025 04:23:09 PM	0:02:37		Internal
592161931805			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 08:22:24 PM	09 Jan, 2025 08:27:54 PM	07 Jan, 2025 04:23:09 PM	0:02:37		Internal
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592161931805			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 08:22:24 PM	09 Jan, 2025 08:27:54 PM	07 Jan, 2025 04:23:09 PM	0:02:37		Internal
592161931805			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 08:22:24 PM	09 Jan, 2025 08:27:54 PM	07 Jan, 2025 04:23:09 PM	0:02:37		Internal
592161931805			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 08:22:24 PM	09 Jan, 2025 08:27:54 PM	07 Jan, 2025 04:23:09 PM	0:02:37		Internal
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592161931805			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 08:22:24 PM	09 Jan, 2025 08:27:54 PM	07 Jan, 2025 04:23:09 PM	0:02:37		Internal
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592161931805			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 08:22:24 PM	09 Jan, 2025 08:27:54 PM	07 Jan, 2025 04:23:09 PM	0:02:37		Internal
592161931805			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 08:22:24 PM	09 Jan, 2025 08:27:54 PM	07 Jan, 2025 04:23:09 PM	0:02:37		Internal
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592161931805			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 08:22:24 PM	09 Jan, 2025 08:27:54 PM	07 Jan, 2025 04:23:09 PM	0:02:37		Internal
592161931805			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 08:22:24 PM	09 Jan, 2025 08:27:54 PM	07 Jan, 2025 04:23:09 PM	0:02:37		Internal
592161931805			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 08:22:24 PM	09 Jan, 2025 08:27:54 PM	07 Jan, 2025 04:23:09 PM	0:02:37		Internal
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592161931805			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 08:22:24 PM	09 Jan, 2025 08:27:54 PM	07 Jan, 2025 04:23:09 PM	0:02:37		Internal
592161931805			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 08:22:24 PM	09 Jan, 2025 08:27:54 PM	07 Jan, 2025 04:23:09 PM	0:02:37		Internal
592161931805			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 08:22:24 PM	09 Jan, 2025 08:27:54 PM	07 Jan, 2025 04:23:09 PM	0:02:37		Internal
592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
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592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
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592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
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592161810398	[redacted]	[redacted]	CTE_Res_Payment_Span	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
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592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
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592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
592161810398			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 08:27:51 PM	09 Jan, 2025 08:32:45 PM	06 Jan, 2025 08:42:42 PM	0:03:56		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592161926532			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 08:30:29 PM	09 Jan, 2025 08:36:43 PM	07 Jan, 2025 04:15:39 PM	0:02:33		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162197163	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162197163			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 05:30:38 AM	09 Jan, 2025 10:15:16 PM	08 Jan, 2025 09:04:55 PM	0:03:49		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592162202066			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 05:30:48 PM	10 Jan, 2025 01:18:37 PM	08 Jan, 2025 09:37:04 PM	0:04:55		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161802638	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
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592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592161802638			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jan, 2025 01:29:14 PM	10 Jan, 2025 01:32:10 PM	06 Jan, 2025 08:18:13 PM	0:03:22		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
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592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
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592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162301583	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162301583			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jan, 2025 12:37:18 PM	10 Jan, 2025 01:44:11 PM	09 Jan, 2025 05:24:32 PM	0:04:02		Internal
592162297110			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jan, 2025 01:55:45 PM	10 Jan, 2025 02:21:35 PM	09 Jan, 2025 05:02:36 PM	0:03:02		Internal
592162297110			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jan, 2025 01:55:45 PM	10 Jan, 2025 02:21:35 PM	09 Jan, 2025 05:02:36 PM	0:03:02		Internal
592162297110			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jan, 2025 01:55:45 PM	10 Jan, 2025 02:21:35 PM	09 Jan, 2025 05:02:36 PM	0:03:02		Internal
592162297110			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jan, 2025 01:55:45 PM	10 Jan, 2025 02:21:35 PM	09 Jan, 2025 05:02:36 PM	0:03:02		Internal
592162297110			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jan, 2025 01:55:45 PM	10 Jan, 2025 02:21:35 PM	09 Jan, 2025 05:02:36 PM	0:03:02		Internal
592162297110			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jan, 2025 01:55:45 PM	10 Jan, 2025 02:21:35 PM	09 Jan, 2025 05:02:36 PM	0:03:02		Internal
592162297110			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jan, 2025 01:55:45 PM	10 Jan, 2025 02:21:35 PM	09 Jan, 2025 05:02:36 PM	0:03:02		Internal
592162297110			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jan, 2025 01:55:45 PM	10 Jan, 2025 02:21:35 PM	09 Jan, 2025 05:02:36 PM	0:03:02		Internal
592162297110			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jan, 2025 01:55:45 PM	10 Jan, 2025 02:21:35 PM	09 Jan, 2025 05:02:36 PM	0:03:02		Internal
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592162297110			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jan, 2025 01:55:45 PM	10 Jan, 2025 02:21:35 PM	09 Jan, 2025 05:02:36 PM	0:03:02		Internal
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592162297110			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jan, 2025 01:55:45 PM	10 Jan, 2025 02:21:35 PM	09 Jan, 2025 05:02:36 PM	0:03:02		Internal
592162297110			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jan, 2025 01:55:45 PM	10 Jan, 2025 02:21:35 PM	09 Jan, 2025 05:02:36 PM	0:03:02		Internal
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592162297110			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jan, 2025 01:55:45 PM	10 Jan, 2025 02:21:35 PM	09 Jan, 2025 05:02:36 PM	0:03:02		Internal
592162297110			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jan, 2025 01:55:45 PM	10 Jan, 2025 02:21:35 PM	09 Jan, 2025 05:02:36 PM	0:03:02		Internal
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592162297110			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jan, 2025 01:55:45 PM	10 Jan, 2025 02:21:35 PM	09 Jan, 2025 05:02:36 PM	0:03:02		Internal
592162297110			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jan, 2025 01:55:45 PM	10 Jan, 2025 02:21:35 PM	09 Jan, 2025 05:02:36 PM	0:03:02		Internal
592162297110			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jan, 2025 01:55:45 PM	10 Jan, 2025 02:21:35 PM	09 Jan, 2025 05:02:36 PM	0:03:02		Internal
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592161871867			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jan, 2025 02:38:09 PM	10 Jan, 2025 02:42:42 PM	07 Jan, 2025 01:04:32 PM	0:02:57		Internal
592161871867			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jan, 2025 02:38:09 PM	10 Jan, 2025 02:42:42 PM	07 Jan, 2025 01:04:32 PM	0:02:57		Internal
592161871867			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jan, 2025 02:38:09 PM	10 Jan, 2025 02:42:42 PM	07 Jan, 2025 01:04:32 PM	0:02:57		Internal
592161871867			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jan, 2025 02:38:09 PM	10 Jan, 2025 02:42:42 PM	07 Jan, 2025 01:04:32 PM	0:02:57		Internal
592161871867			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jan, 2025 02:38:09 PM	10 Jan, 2025 02:42:42 PM	07 Jan, 2025 01:04:32 PM	0:02:57		Internal
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592161871867	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	10 Jan, 2025 02:38:09 PM	10 Jan, 2025 02:42:42 PM	07 Jan, 2025 01:04:32 PM	0:02:57		Internal
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592161871867			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jan, 2025 02:38:09 PM	10 Jan, 2025 02:42:42 PM	07 Jan, 2025 01:04:32 PM	0:02:57		Internal
592161871867			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jan, 2025 02:38:09 PM	10 Jan, 2025 02:42:42 PM	07 Jan, 2025 01:04:32 PM	0:02:57		Internal
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592161871867			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jan, 2025 02:38:09 PM	10 Jan, 2025 02:42:42 PM	07 Jan, 2025 01:04:32 PM	0:02:57		Internal
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592161871867			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jan, 2025 02:38:09 PM	10 Jan, 2025 02:42:42 PM	07 Jan, 2025 01:04:32 PM	0:02:57		Internal
592161871867			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jan, 2025 02:38:09 PM	10 Jan, 2025 02:42:42 PM	07 Jan, 2025 01:04:32 PM	0:02:57		Internal
592161871867			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jan, 2025 02:38:09 PM	10 Jan, 2025 02:42:42 PM	07 Jan, 2025 01:04:32 PM	0:02:57		Internal
592161871867			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jan, 2025 02:38:09 PM	10 Jan, 2025 02:42:42 PM	07 Jan, 2025 01:04:32 PM	0:02:57		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162203325	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162203325			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 01:30:49 PM	10 Jan, 2025 04:26:12 PM	08 Jan, 2025 09:35:48 PM	0:08:16		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
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592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162110582			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jan, 2025 03:14:49 PM	10 Jan, 2025 04:32:31 PM	08 Jan, 2025 04:03:54 PM	0:10:43		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162409648	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162409648			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jan, 2025 02:01:04 PM	10 Jan, 2025 04:36:11 PM	10 Jan, 2025 01:31:33 PM	0:08:08		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592162351772			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 09:30:45 PM	10 Jan, 2025 04:56:00 PM	09 Jan, 2025 08:39:25 PM	0:07:03		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161826406	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592161826406			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jan, 2025 05:18:25 PM	10 Jan, 2025 05:23:54 PM	06 Jan, 2025 09:26:55 PM	0:03:08		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
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592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
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592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162021186	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162021186			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jan, 2025 05:07:51 PM	10 Jan, 2025 05:25:44 PM	07 Jan, 2025 08:54:44 PM	0:02:36		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
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592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
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592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592162288214			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jan, 2025 02:01:05 PM	10 Jan, 2025 05:28:07 PM	09 Jan, 2025 04:35:44 PM	0:06:02		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161850444			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 06:52:30 PM	06 Jan, 2025 10:41:59 PM	0:08:44		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592161871131			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 01:00:30 PM	10 Jan, 2025 07:18:19 PM	07 Jan, 2025 12:55:03 PM	0:02:18		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
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592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162427038	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592162427038			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jan, 2025 06:52:34 PM	10 Jan, 2025 07:20:18 PM	10 Jan, 2025 02:52:26 PM	0:05:09		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592161856144			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jan, 2025 10:00:45 PM	10 Jan, 2025 07:24:32 PM	06 Jan, 2025 11:07:24 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162018105	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592162018105			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jan, 2025 06:00:35 AM	10 Jan, 2025 07:37:15 PM	07 Jan, 2025 09:02:02 PM	0:03:37		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592161742553			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 06:00:28 PM	10 Jan, 2025 07:39:25 PM	06 Jan, 2025 05:03:50 PM	0:08:35		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
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592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162413023	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592162413023			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jan, 2025 07:36:04 PM	10 Jan, 2025 07:47:35 PM	10 Jan, 2025 01:46:10 PM	0:03:53		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161215767			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 02:32:09 AM	10 Jan, 2025 10:06:12 PM	02 Jan, 2025 02:42:26 PM	0:02:12		Internal
592161664353			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal

Master Contact	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664353	CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:17:04 PM	06 Jan, 2025 01:04:17 PM	0:05:56		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161664057	CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 02:00:31 PM	10 Jan, 2025 10:28:17 PM	06 Jan, 2025 01:05:19 PM	0:03:51		Internal
592161667930	CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930	CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930	CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930	CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930	CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161667930	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592161667930			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 02:00:30 PM	10 Jan, 2025 10:37:08 PM	06 Jan, 2025 01:25:45 PM	0:05:36		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
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592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal
592162006141			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 09:00:38 PM	10 Jan, 2025 11:10:37 PM	07 Jan, 2025 08:03:14 PM	0:03:06		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162532213	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
592162532213			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 02:06:01 PM	13 Jan, 2025 02:11:18 PM	10 Jan, 2025 09:36:15 PM	0:02:02		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
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593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
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593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250620732			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 09:00:36 AM	13 Jan, 2025 03:12:02 PM	13 Jan, 2025 07:07:48 AM	0:03:35		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250601417			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jan, 2025 04:30:42 PM	13 Jan, 2025 03:28:09 PM	12 Jan, 2025 02:52:22 PM	0:03:10		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
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593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
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593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250596199	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250596199			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jan, 2025 08:30:44 AM	13 Jan, 2025 03:49:44 PM	12 Jan, 2025 05:27:21 AM	0:02:37		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
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593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
593250619916			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 09:00:35 AM	13 Jan, 2025 04:04:16 PM	13 Jan, 2025 05:09:02 AM	0:05:28		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
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592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162293560	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162293560			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jan, 2025 06:01:09 PM	13 Jan, 2025 04:22:03 PM	09 Jan, 2025 04:51:16 PM	0:07:07		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
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592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
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592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
592162401466			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 04:47:29 PM	13 Jan, 2025 04:55:18 PM	10 Jan, 2025 09:38:38 AM	0:02:46		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250625279			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 05:06:01 PM	13 Jan, 2025 05:32:16 PM	13 Jan, 2025 01:05:06 PM	0:04:36		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
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593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
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593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
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593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
593250632702			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250632702	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	13 Jan, 2025 05:00:58 PM	13 Jan, 2025 05:43:42 PM	13 Jan, 2025 01:35:57 PM	0:05:27		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
592162546385			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 05:48:25 PM	13 Jan, 2025 06:00:43 PM	10 Jan, 2025 10:39:33 PM	0:05:24		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250649423	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	3 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		3 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		3 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		3 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		3 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
593250649423			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		3 Jan, 2025 05:55:27 PM	13 Jan, 2025 06:11:08 PM	13 Jan, 2025 02:52:20 PM	0:04:52		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161899559			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		9 Jan, 2025 01:30:47 PM	13 Jan, 2025 06:28:12 PM	07 Jan, 2025 02:53:00 PM	0:04:28		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		3 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		3 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		3 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		3 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		3 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		3 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		3 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		3 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		3 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		3 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161499204	[redacted]		CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	03 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
592161499204			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 06:31:28 PM	13 Jan, 2025 06:43:20 PM	03 Jan, 2025 06:05:02 PM	0:09:39		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
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593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
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593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
593250678041			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 05:00:58 PM	13 Jan, 2025 06:59:15 PM	13 Jan, 2025 04:15:18 PM	0:03:41		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162240122	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
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592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
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592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592162240122			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jan, 2025 02:01:04 PM	13 Jan, 2025 07:32:27 PM	09 Jan, 2025 01:19:34 PM	0:04:32		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
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592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161631766	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592161631766			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Jan, 2025 08:32:01 AM	13 Jan, 2025 07:49:04 PM	05 Jan, 2025 05:08:50 AM	0:03:42		Internal
592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
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592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
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592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
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592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
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592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
592162413780			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 08:25:50 PM	13 Jan, 2025 08:43:48 PM	10 Jan, 2025 01:52:47 PM	0:03:32		Internal
592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal

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592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
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592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
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592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
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592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
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592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
592161665091			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 02:00:28 PM	13 Jan, 2025 09:08:43 PM	06 Jan, 2025 01:06:50 PM	0:07:59		Internal
592161332941			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 06:31:29 PM	13 Jan, 2025 09:22:07 PM	02 Jan, 2025 07:37:58 PM	0:04:22		Internal
592161332941			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 06:31:29 PM	13 Jan, 2025 09:22:07 PM	02 Jan, 2025 07:37:58 PM	0:04:22		Internal
592161332941			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 06:31:29 PM	13 Jan, 2025 09:22:07 PM	02 Jan, 2025 07:37:58 PM	0:04:22		Internal
592161332941			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 06:31:29 PM	13 Jan, 2025 09:22:07 PM	02 Jan, 2025 07:37:58 PM	0:04:22		Internal
592161332941			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 06:31:29 PM	13 Jan, 2025 09:22:07 PM	02 Jan, 2025 07:37:58 PM	0:04:22		Internal
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592161332941			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 06:31:29 PM	13 Jan, 2025 09:22:07 PM	02 Jan, 2025 07:37:58 PM	0:04:22		Internal
592161332941			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 06:31:29 PM	13 Jan, 2025 09:22:07 PM	02 Jan, 2025 07:37:58 PM	0:04:22		Internal
592161332941			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 06:31:29 PM	13 Jan, 2025 09:22:07 PM	02 Jan, 2025 07:37:58 PM	0:04:22		Internal
592161332941			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 06:31:29 PM	13 Jan, 2025 09:22:07 PM	02 Jan, 2025 07:37:58 PM	0:04:22		Internal
592161332941			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 06:31:29 PM	13 Jan, 2025 09:22:07 PM	02 Jan, 2025 07:37:58 PM	0:04:22		Internal
592161332941			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 06:31:29 PM	13 Jan, 2025 09:22:07 PM	02 Jan, 2025 07:37:58 PM	0:04:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161332941	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	03 Jan, 2025 06:31:29 PM	13 Jan, 2025 09:22:07 PM	02 Jan, 2025 07:37:58 PM	0:04:22		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
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593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
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593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
593250609723			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jan, 2025 08:30:47 PM	13 Jan, 2025 10:49:29 PM	12 Jan, 2025 08:00:13 PM	0:02:42		Internal
592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
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592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
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592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
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592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal

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592161262742	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
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592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
592161262742			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 06:31:46 AM	14 Jan, 2025 04:13:11 AM	02 Jan, 2025 04:41:34 PM	0:08:10		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
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593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
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593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
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593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250678300			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 05:01:01 PM	14 Jan, 2025 01:39:16 PM	13 Jan, 2025 04:16:23 PM	0:03:41		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
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593250682775	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250682775			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 05:01:02 PM	14 Jan, 2025 02:04:21 PM	13 Jan, 2025 04:20:43 PM	0:06:54		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250690768	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
593250690768			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 01:32:48 PM	14 Jan, 2025 02:09:54 PM	13 Jan, 2025 05:01:17 PM	0:04:13		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
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592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162444470			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 01:51:25 PM	14 Jan, 2025 02:14:07 PM	10 Jan, 2025 03:41:44 PM	0:03:17		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162507292	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162507292			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 02:45:07 PM	14 Jan, 2025 02:48:24 PM	10 Jan, 2025 07:39:01 PM	0:03:05		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162243290	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592162243290			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 02:58:23 PM	14 Jan, 2025 03:02:18 PM	09 Jan, 2025 01:41:38 PM	0:03:18		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
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592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592161919949			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 09:30:45 AM	14 Jan, 2025 03:10:37 PM	07 Jan, 2025 03:53:57 PM	0:03:10		Internal
592162530200			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162530200		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200		CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
592162530200		CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 03:25:44 PM	14 Jan, 2025 03:29:23 PM	10 Jan, 2025 09:26:44 PM	0:02:43		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
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593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250795698		CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 03:20:29 PM	14 Jan, 2025 03:36:52 PM	13 Jan, 2025 10:14:37 PM	0:03:21		Internal
593250674823		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250674823	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
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593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
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593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250674823			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:00:01 PM	13 Jan, 2025 04:19:56 PM	0:06:48		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
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593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
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593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250752814	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
593250752814			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 03:45:12 PM	14 Jan, 2025 04:17:23 PM	13 Jan, 2025 08:01:41 PM	0:06:36		Internal
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592162525807			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 04:16:16 PM	14 Jan, 2025 04:25:43 PM	10 Jan, 2025 08:44:22 PM	0:03:19		Internal
592162525807			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 04:16:16 PM	14 Jan, 2025 04:25:43 PM	10 Jan, 2025 08:44:22 PM	0:03:19		Internal
592162525807			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 04:16:16 PM	14 Jan, 2025 04:25:43 PM	10 Jan, 2025 08:44:22 PM	0:03:19		Internal
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592162525807			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 04:16:16 PM	14 Jan, 2025 04:25:43 PM	10 Jan, 2025 08:44:22 PM	0:03:19		Internal
592162525807			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 04:16:16 PM	14 Jan, 2025 04:25:43 PM	10 Jan, 2025 08:44:22 PM	0:03:19		Internal
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592162525807			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 04:16:16 PM	14 Jan, 2025 04:25:43 PM	10 Jan, 2025 08:44:22 PM	0:03:19		Internal
592162525807			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 04:16:16 PM	14 Jan, 2025 04:25:43 PM	10 Jan, 2025 08:44:22 PM	0:03:19		Internal
592162525807			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 04:16:16 PM	14 Jan, 2025 04:25:43 PM	10 Jan, 2025 08:44:22 PM	0:03:19		Internal
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592162525807			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 04:16:16 PM	14 Jan, 2025 04:25:43 PM	10 Jan, 2025 08:44:22 PM	0:03:19		Internal
592162525807			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 04:16:16 PM	14 Jan, 2025 04:25:43 PM	10 Jan, 2025 08:44:22 PM	0:03:19		Internal
592162525807			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 04:16:16 PM	14 Jan, 2025 04:25:43 PM	10 Jan, 2025 08:44:22 PM	0:03:19		Internal
592162525807			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jan, 2025 04:16:16 PM	14 Jan, 2025 04:25:43 PM	10 Jan, 2025 08:44:22 PM	0:03:19		Internal
592162525807			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 04:16:16 PM	14 Jan, 2025 04:25:43 PM	10 Jan, 2025 08:44:22 PM	0:03:19		Internal
592162525807			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 04:16:16 PM	14 Jan, 2025 04:25:43 PM	10 Jan, 2025 08:44:22 PM	0:03:19		Internal
592162525807			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 04:16:16 PM	14 Jan, 2025 04:25:43 PM	10 Jan, 2025 08:44:22 PM	0:03:19		Internal
592162525807			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 04:16:16 PM	14 Jan, 2025 04:25:43 PM	10 Jan, 2025 08:44:22 PM	0:03:19		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250653416	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
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593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250653416			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 05:01:05 PM	14 Jan, 2025 04:36:11 PM	13 Jan, 2025 03:19:29 PM	0:02:07		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
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593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
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593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250552327	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250552327			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 04:36:25 PM	14 Jan, 2025 04:40:04 PM	10 Jan, 2025 10:44:55 PM	0:03:53		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
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593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
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593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
593250673220			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 04:46:05 PM	14 Jan, 2025 04:58:23 PM	13 Jan, 2025 04:02:19 PM	0:07:06		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161888740	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
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592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
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592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161888740			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 04:56:17 PM	14 Jan, 2025 05:01:54 PM	07 Jan, 2025 02:26:10 PM	0:04:14		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
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592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
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592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
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592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161831540	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
592161831540			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 10:00:25 PM	14 Jan, 2025 05:39:49 PM	06 Jan, 2025 09:46:48 PM	0:05:21		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
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593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
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593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
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593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
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593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
593250674756			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 04:00:59 AM	14 Jan, 2025 06:29:35 PM	13 Jan, 2025 04:09:00 PM	0:09:50		Internal
592161841088			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jan, 2025 02:00:38 AM	14 Jan, 2025 06:37:43 PM	06 Jan, 2025 10:26:14 PM	0:03:59		Internal
592161841088			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jan, 2025 02:00:38 AM	14 Jan, 2025 06:37:43 PM	06 Jan, 2025 10:26:14 PM	0:03:59		Internal
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592161841088			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jan, 2025 02:00:38 AM	14 Jan, 2025 06:37:43 PM	06 Jan, 2025 10:26:14 PM	0:03:59		Internal
592161841088			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jan, 2025 02:00:38 AM	14 Jan, 2025 06:37:43 PM	06 Jan, 2025 10:26:14 PM	0:03:59		Internal
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592161841088			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jan, 2025 02:00:38 AM	14 Jan, 2025 06:37:43 PM	06 Jan, 2025 10:26:14 PM	0:03:59		Internal
592161841088			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jan, 2025 02:00:38 AM	14 Jan, 2025 06:37:43 PM	06 Jan, 2025 10:26:14 PM	0:03:59		Internal
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592161841088			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jan, 2025 02:00:38 AM	14 Jan, 2025 06:37:43 PM	06 Jan, 2025 10:26:14 PM	0:03:59		Internal
592161841088			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jan, 2025 02:00:38 AM	14 Jan, 2025 06:37:43 PM	06 Jan, 2025 10:26:14 PM	0:03:59		Internal
592161841088			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jan, 2025 02:00:38 AM	14 Jan, 2025 06:37:43 PM	06 Jan, 2025 10:26:14 PM	0:03:59		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161841088	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	08 Jan, 2025 02:00:38 AM	14 Jan, 2025 06:37:43 PM	06 Jan, 2025 10:26:14 PM	0:03:59		Internal
592161841088			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 02:00:38 AM	14 Jan, 2025 06:37:43 PM	06 Jan, 2025 10:26:14 PM	0:03:59		Internal
592161841088			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 02:00:38 AM	14 Jan, 2025 06:37:43 PM	06 Jan, 2025 10:26:14 PM	0:03:59		Internal
592161841088			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jan, 2025 02:00:38 AM	14 Jan, 2025 06:37:43 PM	06 Jan, 2025 10:26:14 PM	0:03:59		Internal
592161841088			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Jan, 2025 02:00:38 AM	14 Jan, 2025 06:37:43 PM	06 Jan, 2025 10:26:14 PM	0:03:59		Internal
592161841088			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jan, 2025 02:00:38 AM	14 Jan, 2025 06:37:43 PM	06 Jan, 2025 10:26:14 PM	0:03:59		Internal
592161841088			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jan, 2025 02:00:38 AM	14 Jan, 2025 06:37:43 PM	06 Jan, 2025 10:26:14 PM	0:03:59		Internal
592161841088			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jan, 2025 02:00:38 AM	14 Jan, 2025 06:37:43 PM	06 Jan, 2025 10:26:14 PM	0:03:59		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
592161854030			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 07:03:55 PM	14 Jan, 2025 07:10:06 PM	06 Jan, 2025 10:47:51 PM	0:03:31		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250767648	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	unt	14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
593250767648			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 06:57:15 PM	14 Jan, 2025 07:56:43 PM	13 Jan, 2025 08:25:19 PM	0:04:04		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
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592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161077982	[redacted]	[redacted]	CTE_Bus_Payment	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
592161077982			CTE_Bus_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 08:07:54 PM	14 Jan, 2025 08:19:01 PM	31 Dec, 2024 04:13:22 PM	0:03:26		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250837161			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 08:27:37 PM	14 Jan, 2025 08:46:52 PM	14 Jan, 2025 02:12:30 PM	0:03:37		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250968643	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250968643			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 12:37:17 PM	15 Jan, 2025 12:44:17 PM	14 Jan, 2025 09:52:50 PM	0:03:42		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
593250741613			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 01:00:44 PM	15 Jan, 2025 01:23:20 PM	13 Jan, 2025 07:29:19 PM	0:06:20		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162451863	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
592162451863			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 03:21:24 PM	15 Jan, 2025 03:24:27 PM	10 Jan, 2025 04:22:14 PM	0:02:41		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
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593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
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593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250827371	[redacted]	[redacted]	CTE_Bus_Resolution_Consult	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250827371			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 03:33:21 PM	15 Jan, 2025 03:36:44 PM	14 Jan, 2025 01:34:58 PM	0:04:20		Internal
593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
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593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
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593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
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593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
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593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
593250651150			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 03:02:31 PM	15 Jan, 2025 03:59:13 PM	13 Jan, 2025 02:56:21 PM	0:05:42		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
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593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
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593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250844777	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250844777			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	14 Jan, 2025 08:01:15 PM	15 Jan, 2025 04:10:28 PM	14 Jan, 2025 02:33:11 PM	0:02:40		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
593250973223			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	15 Jan, 2025 07:31:02 AM	15 Jan, 2025 04:29:08 PM	14 Jan, 2025 10:10:26 PM	0:05:55		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162139630	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162139630			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 05:30:39 AM	15 Jan, 2025 04:46:22 PM	08 Jan, 2025 05:53:52 PM	0:05:39		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162341939	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
592162341939			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jan, 2025 10:00:55 AM	15 Jan, 2025 05:01:00 PM	09 Jan, 2025 07:52:48 PM	0:06:46		Internal
593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
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593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
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593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
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593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
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593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
593250769170			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 04:53:22 PM	15 Jan, 2025 05:03:04 PM	13 Jan, 2025 08:46:51 PM	0:03:03		Internal
593250600099			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jan, 2025 04:30:42 PM	15 Jan, 2025 05:15:08 PM	12 Jan, 2025 01:56:05 PM	0:03:35		Internal
593250600099			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jan, 2025 04:30:42 PM	15 Jan, 2025 05:15:08 PM	12 Jan, 2025 01:56:05 PM	0:03:35		Internal
593250600099			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jan, 2025 04:30:42 PM	15 Jan, 2025 05:15:08 PM	12 Jan, 2025 01:56:05 PM	0:03:35		Internal
593250600099			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jan, 2025 04:30:42 PM	15 Jan, 2025 05:15:08 PM	12 Jan, 2025 01:56:05 PM	0:03:35		Internal
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593250600099			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jan, 2025 04:30:42 PM	15 Jan, 2025 05:15:08 PM	12 Jan, 2025 01:56:05 PM	0:03:35		Internal
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593250600099			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jan, 2025 04:30:42 PM	15 Jan, 2025 05:15:08 PM	12 Jan, 2025 01:56:05 PM	0:03:35		Internal
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593250600099			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jan, 2025 04:30:42 PM	15 Jan, 2025 05:15:08 PM	12 Jan, 2025 01:56:05 PM	0:03:35		Internal
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593250600099			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jan, 2025 04:30:42 PM	15 Jan, 2025 05:15:08 PM	12 Jan, 2025 01:56:05 PM	0:03:35		Internal
593250600099			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jan, 2025 04:30:42 PM	15 Jan, 2025 05:15:08 PM	12 Jan, 2025 01:56:05 PM	0:03:35		Internal
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593250600099			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Jan, 2025 04:30:42 PM	15 Jan, 2025 05:15:08 PM	12 Jan, 2025 01:56:05 PM	0:03:35		Internal
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593250600099			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jan, 2025 04:30:42 PM	15 Jan, 2025 05:15:08 PM	12 Jan, 2025 01:56:05 PM	0:03:35		Internal
593250600099			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jan, 2025 04:30:42 PM	15 Jan, 2025 05:15:08 PM	12 Jan, 2025 01:56:05 PM	0:03:35		Internal
593250767784			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 05:16:57 PM	15 Jan, 2025 05:22:06 PM	13 Jan, 2025 08:41:11 PM	0:03:08		Internal
593250767784			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 05:16:57 PM	15 Jan, 2025 05:22:06 PM	13 Jan, 2025 08:41:11 PM	0:03:08		Internal
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593250767784			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 05:16:57 PM	15 Jan, 2025 05:22:06 PM	13 Jan, 2025 08:41:11 PM	0:03:08		Internal
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593250767784	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	15 Jan, 2025 05:16:57 PM	15 Jan, 2025 05:22:06 PM	13 Jan, 2025 08:41:11 PM	0:03:08		Internal
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593250601731			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 07:40:43 PM	15 Jan, 2025 07:46:08 PM	12 Jan, 2025 03:03:51 PM	0:02:35		Internal
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593250601731			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 07:40:43 PM	15 Jan, 2025 07:46:08 PM	12 Jan, 2025 03:03:51 PM	0:02:35		Internal
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593250601731			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 07:40:43 PM	15 Jan, 2025 07:46:08 PM	12 Jan, 2025 03:03:51 PM	0:02:35		Internal
593250601731			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 07:40:43 PM	15 Jan, 2025 07:46:08 PM	12 Jan, 2025 03:03:51 PM	0:02:35		Internal
593250601731			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 07:40:43 PM	15 Jan, 2025 07:46:08 PM	12 Jan, 2025 03:03:51 PM	0:02:35		Internal
593250601731			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 07:40:43 PM	15 Jan, 2025 07:46:08 PM	12 Jan, 2025 03:03:51 PM	0:02:35		Internal
593250601731			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 07:40:43 PM	15 Jan, 2025 07:46:08 PM	12 Jan, 2025 03:03:51 PM	0:02:35		Internal
593250601731			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 07:40:43 PM	15 Jan, 2025 07:46:08 PM	12 Jan, 2025 03:03:51 PM	0:02:35		Internal
593250601731			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 07:40:43 PM	15 Jan, 2025 07:46:08 PM	12 Jan, 2025 03:03:51 PM	0:02:35		Internal
593250601731			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 07:40:43 PM	15 Jan, 2025 07:46:08 PM	12 Jan, 2025 03:03:51 PM	0:02:35		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250933655	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
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593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593250933655			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 03:31:01 PM	15 Jan, 2025 08:33:48 PM	14 Jan, 2025 07:37:46 PM	0:09:25		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
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593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
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593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251101955	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593251101955			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 08:14:46 PM	15 Jan, 2025 08:40:28 PM	15 Jan, 2025 03:44:01 PM	0:03:24		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
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593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250810823			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 07:31:02 PM	15 Jan, 2025 10:37:11 PM	13 Jan, 2025 11:30:51 PM	0:02:25		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250973382	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250973382			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jan, 2025 12:23:34 PM	16 Jan, 2025 01:30:14 PM	14 Jan, 2025 10:16:14 PM	0:05:00		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
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593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
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593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250967258			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 11:31:04 PM	16 Jan, 2025 01:38:51 PM	14 Jan, 2025 09:38:04 PM	0:06:32		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
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593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593250629019			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 03:31:10 AM	16 Jan, 2025 02:01:49 PM	13 Jan, 2025 01:26:54 PM	0:03:13		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251146294			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 11:31:06 PM	16 Jan, 2025 02:15:08 PM	15 Jan, 2025 06:25:00 PM	0:05:55		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal

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593251204318	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
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593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
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593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251204318			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jan, 2025 01:35:50 PM	16 Jan, 2025 02:27:58 PM	15 Jan, 2025 10:33:48 PM	0:04:17		Internal
593251246565			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jan, 2025 03:11:57 PM	16 Jan, 2025 04:02:13 PM	16 Jan, 2025 02:31:08 PM	0:05:41		Internal
593251246565			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jan, 2025 03:11:57 PM	16 Jan, 2025 04:02:13 PM	16 Jan, 2025 02:31:08 PM	0:05:41		Internal
593251246565			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jan, 2025 03:11:57 PM	16 Jan, 2025 04:02:13 PM	16 Jan, 2025 02:31:08 PM	0:05:41		Internal
593251246565			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jan, 2025 03:11:57 PM	16 Jan, 2025 04:02:13 PM	16 Jan, 2025 02:31:08 PM	0:05:41		Internal
593251246565			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jan, 2025 03:11:57 PM	16 Jan, 2025 04:02:13 PM	16 Jan, 2025 02:31:08 PM	0:05:41		Internal
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593251246565			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jan, 2025 03:11:57 PM	16 Jan, 2025 04:02:13 PM	16 Jan, 2025 02:31:08 PM	0:05:41		Internal
593251246565			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jan, 2025 03:11:57 PM	16 Jan, 2025 04:02:13 PM	16 Jan, 2025 02:31:08 PM	0:05:41		Internal
593251246565			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jan, 2025 03:11:57 PM	16 Jan, 2025 04:02:13 PM	16 Jan, 2025 02:31:08 PM	0:05:41		Internal
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593251246565			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jan, 2025 03:11:57 PM	16 Jan, 2025 04:02:13 PM	16 Jan, 2025 02:31:08 PM	0:05:41		Internal
593251246565			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jan, 2025 03:11:57 PM	16 Jan, 2025 04:02:13 PM	16 Jan, 2025 02:31:08 PM	0:05:41		Internal
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593251246565	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	16 Jan, 2025 03:11:57 PM	16 Jan, 2025 04:02:13 PM	16 Jan, 2025 02:31:08 PM	0:05:41		Internal
593251246565			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jan, 2025 03:11:57 PM	16 Jan, 2025 04:02:13 PM	16 Jan, 2025 02:31:08 PM	0:05:41		Internal
593251246565			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jan, 2025 03:11:57 PM	16 Jan, 2025 04:02:13 PM	16 Jan, 2025 02:31:08 PM	0:05:41		Internal
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593251246565			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jan, 2025 03:11:57 PM	16 Jan, 2025 04:02:13 PM	16 Jan, 2025 02:31:08 PM	0:05:41		Internal
593251246565			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jan, 2025 03:11:57 PM	16 Jan, 2025 04:02:13 PM	16 Jan, 2025 02:31:08 PM	0:05:41		Internal
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593251246565			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jan, 2025 03:11:57 PM	16 Jan, 2025 04:02:13 PM	16 Jan, 2025 02:31:08 PM	0:05:41		Internal
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593251210018			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jan, 2025 05:29:25 PM	16 Jan, 2025 05:54:43 PM	15 Jan, 2025 10:54:16 PM	0:04:04		Internal
593251210018			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jan, 2025 05:29:25 PM	16 Jan, 2025 05:54:43 PM	15 Jan, 2025 10:54:16 PM	0:04:04		Internal
593251210018			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jan, 2025 05:29:25 PM	16 Jan, 2025 05:54:43 PM	15 Jan, 2025 10:54:16 PM	0:04:04		Internal
593251210018			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jan, 2025 05:29:25 PM	16 Jan, 2025 05:54:43 PM	15 Jan, 2025 10:54:16 PM	0:04:04		Internal
593251210018			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jan, 2025 05:29:25 PM	16 Jan, 2025 05:54:43 PM	15 Jan, 2025 10:54:16 PM	0:04:04		Internal
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593251210018			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jan, 2025 05:29:25 PM	16 Jan, 2025 05:54:43 PM	15 Jan, 2025 10:54:16 PM	0:04:04		Internal
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593251210018			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jan, 2025 05:29:25 PM	16 Jan, 2025 05:54:43 PM	15 Jan, 2025 10:54:16 PM	0:04:04		Internal
593251210018			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jan, 2025 05:29:25 PM	16 Jan, 2025 05:54:43 PM	15 Jan, 2025 10:54:16 PM	0:04:04		Internal
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593251210018			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jan, 2025 05:29:25 PM	16 Jan, 2025 05:54:43 PM	15 Jan, 2025 10:54:16 PM	0:04:04		Internal
593251210018			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jan, 2025 05:29:25 PM	16 Jan, 2025 05:54:43 PM	15 Jan, 2025 10:54:16 PM	0:04:04		Internal
593251210018			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jan, 2025 05:29:25 PM	16 Jan, 2025 05:54:43 PM	15 Jan, 2025 10:54:16 PM	0:04:04		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251096194			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jan, 2025 05:23:26 PM	16 Jan, 2025 06:58:34 PM	15 Jan, 2025 03:23:32 PM	0:03:39		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593251269428			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jan, 2025 07:32:18 PM	16 Jan, 2025 08:15:34 PM	16 Jan, 2025 03:55:31 PM	0:04:30		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250883886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 03:31:07 PM	16 Jan, 2025 09:05:54 PM	14 Jan, 2025 05:04:07 PM	0:06:11		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250689993	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
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593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
593250689993			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 12:01:14 AM	17 Jan, 2025 01:46:33 PM	13 Jan, 2025 04:34:06 PM	0:04:42		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
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592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
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592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162184867	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
592162184867			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jan, 2025 01:40:42 PM	17 Jan, 2025 02:16:18 PM	08 Jan, 2025 08:40:01 PM	0:03:32		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
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593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251424223			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jan, 2025 04:41:01 PM	17 Jan, 2025 05:16:38 PM	17 Jan, 2025 03:19:01 PM	0:03:46		Internal
593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal

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593251375841	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
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593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
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593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
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593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
593251375841			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jan, 2025 05:01:25 AM	17 Jan, 2025 06:17:53 PM	16 Jan, 2025 10:53:17 PM	0:05:39		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593251176087			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jan, 2025 05:01:07 PM	17 Jan, 2025 06:36:36 PM	15 Jan, 2025 08:24:31 PM	0:02:27		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250681504	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593250681504			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 07:31:04 AM	17 Jan, 2025 06:42:01 PM	13 Jan, 2025 04:05:34 PM	0:05:39		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
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593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251300126	[redacted]		CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251300126			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jan, 2025 06:57:26 PM	17 Jan, 2025 07:19:35 PM	16 Jan, 2025 05:38:39 PM	0:04:32		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251233631			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jan, 2025 08:08:58 PM	17 Jan, 2025 08:20:28 PM	16 Jan, 2025 01:20:12 PM	0:02:08		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251212415	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
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593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
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593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
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593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
593251212415			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jan, 2025 06:34:39 PM	17 Jan, 2025 08:26:38 PM	15 Jan, 2025 10:53:16 PM	0:03:00		Internal
592161931994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
592161931994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
592161931994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
592161931994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
592161931994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
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592161931994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
592161931994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
592161931994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
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592161931994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
592161931994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
592161931994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
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592161931994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
592161931994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
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592161931994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
592161931994			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
592161931994			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
592161931994			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161931994		CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
592161931994		CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
592161931994		CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
592161931994		CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jan, 2025 01:18:22 PM	20 Jan, 2025 01:43:59 PM	07 Jan, 2025 04:31:52 PM	0:05:56		Internal
592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
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592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
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592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
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592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
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592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
592161665420		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 02:00:30 PM	20 Jan, 2025 03:41:44 PM	06 Jan, 2025 01:08:01 PM	0:04:10		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092		CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161739092	[redacted]		CTE_Veg_MGT_Hotline	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739092			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 06:00:28 PM	20 Jan, 2025 04:10:09 PM	06 Jan, 2025 05:07:30 PM	0:04:21		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
592161739327			CTE_Bus_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 05:00:27 AM	20 Jan, 2025 04:39:58 PM	06 Jan, 2025 05:12:40 PM	0:09:28		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251502491	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251502491			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jan, 2025 01:01:25 AM	20 Jan, 2025 11:29:07 PM	17 Jan, 2025 08:11:23 PM	0:05:38		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251606235			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jan, 2025 11:00:55 PM	20 Jan, 2025 11:52:36 PM	19 Jan, 2025 10:14:29 PM	0:07:32		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251156436	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251156436			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 01:35:29 PM	21 Jan, 2025 01:39:23 PM	15 Jan, 2025 07:08:05 PM	0:04:39		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251684119			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 02:50:54 PM	21 Jan, 2025 02:58:06 PM	21 Jan, 2025 02:38:03 PM	0:03:47		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251399299	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593251399299			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 02:54:11 PM	21 Jan, 2025 02:58:27 PM	17 Jan, 2025 01:18:14 PM	0:05:22		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593250620591			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 09:00:35 AM	21 Jan, 2025 03:21:52 PM	13 Jan, 2025 06:46:01 AM	0:02:18		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
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593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
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593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
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593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251139366			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jan, 2025 09:01:13 PM	21 Jan, 2025 03:44:14 PM	15 Jan, 2025 06:11:31 PM	0:05:29		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251374995	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
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593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251374995			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 04:15:18 PM	21 Jan, 2025 04:20:38 PM	16 Jan, 2025 10:49:48 PM	0:03:07		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
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593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
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593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
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593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
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593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal
593251685190			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 04:31:04 PM	21 Jan, 2025 02:32:47 PM	0:02:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250682722	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
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593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
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593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
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593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
593250682722			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:39:41 PM	13 Jan, 2025 04:32:02 PM	0:06:18		Internal
593250670714			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:42:57 PM	13 Jan, 2025 03:55:13 PM	0:02:22		Internal
593250670714			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:42:57 PM	13 Jan, 2025 03:55:13 PM	0:02:22		Internal
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593250670714			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:42:57 PM	13 Jan, 2025 03:55:13 PM	0:02:22		Internal
593250670714			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:42:57 PM	13 Jan, 2025 03:55:13 PM	0:02:22		Internal
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593250670714			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:42:57 PM	13 Jan, 2025 03:55:13 PM	0:02:22		Internal
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593250670714			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:01:01 PM	21 Jan, 2025 04:42:57 PM	13 Jan, 2025 03:55:13 PM	0:02:22		Internal
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593251666080			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:25 PM	21 Jan, 2025 05:51:53 PM	21 Jan, 2025 01:31:41 PM	0:02:05		Internal
593251666080			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:25 PM	21 Jan, 2025 05:51:53 PM	21 Jan, 2025 01:31:41 PM	0:02:05		Internal
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593251666080			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:25 PM	21 Jan, 2025 05:51:53 PM	21 Jan, 2025 01:31:41 PM	0:02:05		Internal

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593251666080			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:25 PM	21 Jan, 2025 05:51:53 PM	21 Jan, 2025 01:31:41 PM	0:02:05		Internal
593251666080			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:25 PM	21 Jan, 2025 05:51:53 PM	21 Jan, 2025 01:31:41 PM	0:02:05		Internal
593251666080			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:25 PM	21 Jan, 2025 05:51:53 PM	21 Jan, 2025 01:31:41 PM	0:02:05		Internal
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593251666080			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:25 PM	21 Jan, 2025 05:51:53 PM	21 Jan, 2025 01:31:41 PM	0:02:05		Internal
593251666080			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:25 PM	21 Jan, 2025 05:51:53 PM	21 Jan, 2025 01:31:41 PM	0:02:05		Internal
593251666080			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:25 PM	21 Jan, 2025 05:51:53 PM	21 Jan, 2025 01:31:41 PM	0:02:05		Internal
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593251666080			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:25 PM	21 Jan, 2025 05:51:53 PM	21 Jan, 2025 01:31:41 PM	0:02:05		Internal
593251666080			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:25 PM	21 Jan, 2025 05:51:53 PM	21 Jan, 2025 01:31:41 PM	0:02:05		Internal
593251666080			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:25 PM	21 Jan, 2025 05:51:53 PM	21 Jan, 2025 01:31:41 PM	0:02:05		Internal
593251666080			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:25 PM	21 Jan, 2025 05:51:53 PM	21 Jan, 2025 01:31:41 PM	0:02:05		Internal
593251666080			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:25 PM	21 Jan, 2025 05:51:53 PM	21 Jan, 2025 01:31:41 PM	0:02:05		Internal
593251666080			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:25 PM	21 Jan, 2025 05:51:53 PM	21 Jan, 2025 01:31:41 PM	0:02:05		Internal
593251666080			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:25 PM	21 Jan, 2025 05:51:53 PM	21 Jan, 2025 01:31:41 PM	0:02:05		Internal
593251666080			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:25 PM	21 Jan, 2025 05:51:53 PM	21 Jan, 2025 01:31:41 PM	0:02:05		Internal
593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
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593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
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593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
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593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
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593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
593250938492			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 05:47:07 PM	21 Jan, 2025 05:53:02 PM	14 Jan, 2025 07:58:03 PM	0:03:52		Internal
593251666167			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 06:11:16 PM	21 Jan, 2025 01:04:22 PM	0:03:15		Internal
593251666167			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 06:11:16 PM	21 Jan, 2025 01:04:22 PM	0:03:15		Internal
593251666167			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 06:11:16 PM	21 Jan, 2025 01:04:22 PM	0:03:15		Internal
593251666167			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 06:11:16 PM	21 Jan, 2025 01:04:22 PM	0:03:15		Internal
593251666167			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 06:11:16 PM	21 Jan, 2025 01:04:22 PM	0:03:15		Internal
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593251666167			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 06:11:16 PM	21 Jan, 2025 01:04:22 PM	0:03:15		Internal
593251666167			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 06:11:16 PM	21 Jan, 2025 01:04:22 PM	0:03:15		Internal
593251666167			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 06:11:16 PM	21 Jan, 2025 01:04:22 PM	0:03:15		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251666167	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	21 Jan, 2025 03:31:19 PM	21 Jan, 2025 06:11:16 PM	21 Jan, 2025 01:04:22 PM	0:03:15		Internal
593251666167			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 06:11:16 PM	21 Jan, 2025 01:04:22 PM	0:03:15		Internal
593251666167			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 06:11:16 PM	21 Jan, 2025 01:04:22 PM	0:03:15		Internal
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593251666167			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 06:11:16 PM	21 Jan, 2025 01:04:22 PM	0:03:15		Internal
593251666167			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	sis,	21 Jan, 2025 03:31:19 PM	21 Jan, 2025 06:11:16 PM	21 Jan, 2025 01:04:22 PM	0:03:15		Internal
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593251666167			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 06:11:16 PM	21 Jan, 2025 01:04:22 PM	0:03:15		Internal
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593251666167			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 06:11:16 PM	21 Jan, 2025 01:04:22 PM	0:03:15		Internal
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593251666167			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:19 PM	21 Jan, 2025 06:11:16 PM	21 Jan, 2025 01:04:22 PM	0:03:15		Internal
593251688462			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:24 PM	21 Jan, 2025 06:25:11 PM	21 Jan, 2025 02:45:12 PM	0:07:07		Internal
593251688462			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:24 PM	21 Jan, 2025 06:25:11 PM	21 Jan, 2025 02:45:12 PM	0:07:07		Internal
593251688462			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:24 PM	21 Jan, 2025 06:25:11 PM	21 Jan, 2025 02:45:12 PM	0:07:07		Internal
593251688462			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:24 PM	21 Jan, 2025 06:25:11 PM	21 Jan, 2025 02:45:12 PM	0:07:07		Internal
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593251688462			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:24 PM	21 Jan, 2025 06:25:11 PM	21 Jan, 2025 02:45:12 PM	0:07:07		Internal
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593251688462			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:24 PM	21 Jan, 2025 06:25:11 PM	21 Jan, 2025 02:45:12 PM	0:07:07		Internal
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593251688462			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:24 PM	21 Jan, 2025 06:25:11 PM	21 Jan, 2025 02:45:12 PM	0:07:07		Internal
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593251688462			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:24 PM	21 Jan, 2025 06:25:11 PM	21 Jan, 2025 02:45:12 PM	0:07:07		Internal
593251688462			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:24 PM	21 Jan, 2025 06:25:11 PM	21 Jan, 2025 02:45:12 PM	0:07:07		Internal
593251688462			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:24 PM	21 Jan, 2025 06:25:11 PM	21 Jan, 2025 02:45:12 PM	0:07:07		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
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593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251671845			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:23 PM	21 Jan, 2025 06:29:59 PM	21 Jan, 2025 01:34:52 PM	0:03:59		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
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593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
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593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251180376	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251180376			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 07:57:26 PM	21 Jan, 2025 08:15:04 PM	15 Jan, 2025 08:25:11 PM	0:02:46		Internal
593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
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593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
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593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
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593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
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593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
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593251610631			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 08:21:49 PM	21 Jan, 2025 08:30:39 PM	20 Jan, 2025 02:37:24 AM	0:02:40		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
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593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal

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593250799187	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
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593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593250799187			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 08:02:10 PM	21 Jan, 2025 09:01:29 PM	13 Jan, 2025 10:11:37 PM	0:04:41		Internal
593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
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593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
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593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
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593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
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593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
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593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
593251859280			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 02:06:50 PM	22 Jan, 2025 02:25:17 PM	22 Jan, 2025 01:10:41 PM	0:02:14		Internal
593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
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593251612037	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
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593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
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593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]s,	22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
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593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
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593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
593251612037			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 02:32:06 PM	22 Jan, 2025 02:37:17 PM	20 Jan, 2025 04:35:44 AM	0:02:57		Internal
593251694345			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:15:09 PM	21 Jan, 2025 03:00:47 PM	0:04:59		Internal
593251694345			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:15:09 PM	21 Jan, 2025 03:00:47 PM	0:04:59		Internal
593251694345			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:15:09 PM	21 Jan, 2025 03:00:47 PM	0:04:59		Internal
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593251694345			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:15:09 PM	21 Jan, 2025 03:00:47 PM	0:04:59		Internal
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593251694345			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:15:09 PM	21 Jan, 2025 03:00:47 PM	0:04:59		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251694345	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:15:09 PM	21 Jan, 2025 03:00:47 PM	0:04:59		Internal
593251694345			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:15:09 PM	21 Jan, 2025 03:00:47 PM	0:04:59		Internal
593251694345			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:15:09 PM	21 Jan, 2025 03:00:47 PM	0:04:59		Internal
593251694345			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:15:09 PM	21 Jan, 2025 03:00:47 PM	0:04:59		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
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593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
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593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
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593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
593251740799			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 09:01:23 AM	22 Jan, 2025 03:19:48 PM	21 Jan, 2025 05:29:29 PM	0:04:47		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
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592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
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592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
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592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162174718	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 02:03:41 PM	22 Jan, 2025 04:43:36 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
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592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
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592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
592161423827			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 04:29:07 PM	22 Jan, 2025 04:47:31 PM	03 Jan, 2025 02:01:39 PM	0:02:59		Internal
593251826126			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
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593251826126			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal

REDACTED

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251826126		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126		CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
593251826126		CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 05:26:18 PM	22 Jan, 2025 05:36:59 PM	21 Jan, 2025 09:56:21 PM	0:03:32		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
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592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
592162529147		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 06:47:39 PM	22 Jan, 2025 07:30:17 PM	10 Jan, 2025 09:25:12 PM	0:06:01		Internal
593251545495		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
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593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251545495			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	22 Jan, 2025 07:28:50 PM	22 Jan, 2025 07:33:23 PM	17 Jan, 2025 11:05:44 PM	0:03:17		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251191115	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251191115			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 07:44:45 PM	22 Jan, 2025 07:50:59 PM	15 Jan, 2025 09:14:06 PM	0:03:10		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
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593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251817697	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251817697			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 07:35:42 PM	22 Jan, 2025 08:02:54 PM	21 Jan, 2025 09:21:50 PM	0:02:52		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
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593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
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593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
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593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251097752			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jan, 2025 09:01:01 AM	22 Jan, 2025 08:06:57 PM	15 Jan, 2025 03:23:09 PM	0:06:03		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251580705	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251580705			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jan, 2025 09:01:20 PM	22 Jan, 2025 08:18:11 PM	18 Jan, 2025 08:49:10 PM	0:04:39		Internal
593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
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593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
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593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
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593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
593251757488			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 05:01:32 PM	22 Jan, 2025 08:58:17 PM	21 Jan, 2025 06:19:12 PM	0:06:52		Internal
593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
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593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
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593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
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593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
593251698674			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 09:04:39 PM	21 Jan, 2025 03:18:08 PM	0:08:13		Internal
593250639380			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:01:05 PM	22 Jan, 2025 09:15:56 PM	13 Jan, 2025 02:13:45 PM	0:02:41		Internal
593250639380			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:01:05 PM	22 Jan, 2025 09:15:56 PM	13 Jan, 2025 02:13:45 PM	0:02:41		Internal
593250639380			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 05:01:05 PM	22 Jan, 2025 09:15:56 PM	13 Jan, 2025 02:13:45 PM	0:02:41		Internal
593250639380			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 05:01:05 PM	22 Jan, 2025 09:15:56 PM	13 Jan, 2025 02:13:45 PM	0:02:41		Internal
593250639380			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 05:01:05 PM	22 Jan, 2025 09:15:56 PM	13 Jan, 2025 02:13:45 PM	0:02:41		Internal
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593250639380			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 05:01:05 PM	22 Jan, 2025 09:15:56 PM	13 Jan, 2025 02:13:45 PM	0:02:41		Internal
593250639380			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 05:01:05 PM	22 Jan, 2025 09:15:56 PM	13 Jan, 2025 02:13:45 PM	0:02:41		Internal
593250639380			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 05:01:05 PM	22 Jan, 2025 09:15:56 PM	13 Jan, 2025 02:13:45 PM	0:02:41		Internal
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593250639380			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 05:01:05 PM	22 Jan, 2025 09:15:56 PM	13 Jan, 2025 02:13:45 PM	0:02:41		Internal
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593250639380			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 05:01:05 PM	22 Jan, 2025 09:15:56 PM	13 Jan, 2025 02:13:45 PM	0:02:41		Internal
593250639380			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 05:01:05 PM	22 Jan, 2025 09:15:56 PM	13 Jan, 2025 02:13:45 PM	0:02:41		Internal
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593250639380			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:01:05 PM	22 Jan, 2025 09:15:56 PM	13 Jan, 2025 02:13:45 PM	0:02:41		Internal
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593250639380			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 05:01:05 PM	22 Jan, 2025 09:15:56 PM	13 Jan, 2025 02:13:45 PM	0:02:41		Internal
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593250639380			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 05:01:05 PM	22 Jan, 2025 09:15:56 PM	13 Jan, 2025 02:13:45 PM	0:02:41		Internal
593251837537			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 05:01:24 AM	22 Jan, 2025 09:38:19 PM	21 Jan, 2025 10:30:59 PM	0:03:07		Internal
593251837537			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 05:01:24 AM	22 Jan, 2025 09:38:19 PM	21 Jan, 2025 10:30:59 PM	0:03:07		Internal
593251837537			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 05:01:24 AM	22 Jan, 2025 09:38:19 PM	21 Jan, 2025 10:30:59 PM	0:03:07		Internal
593251837537			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jan, 2025 05:01:24 AM	22 Jan, 2025 09:38:19 PM	21 Jan, 2025 10:30:59 PM	0:03:07		Internal
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593251837537			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jan, 2025 05:01:24 AM	22 Jan, 2025 09:38:19 PM	21 Jan, 2025 10:30:59 PM	0:03:07		Internal

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593251837537			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jan, 2025 05:01:24 AM	22 Jan, 2025 09:38:19 PM	21 Jan, 2025 10:30:59 PM	0:03:07		Internal
593251837537			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jan, 2025 05:01:24 AM	22 Jan, 2025 09:38:19 PM	21 Jan, 2025 10:30:59 PM	0:03:07		Internal
593251837537			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jan, 2025 05:01:24 AM	22 Jan, 2025 09:38:19 PM	21 Jan, 2025 10:30:59 PM	0:03:07		Internal
593251837537			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jan, 2025 05:01:24 AM	22 Jan, 2025 09:38:19 PM	21 Jan, 2025 10:30:59 PM	0:03:07		Internal
593251837537			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jan, 2025 05:01:24 AM	22 Jan, 2025 09:38:19 PM	21 Jan, 2025 10:30:59 PM	0:03:07		Internal
593251837537			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jan, 2025 05:01:24 AM	22 Jan, 2025 09:38:19 PM	21 Jan, 2025 10:30:59 PM	0:03:07		Internal
593251837537			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jan, 2025 05:01:24 AM	22 Jan, 2025 09:38:19 PM	21 Jan, 2025 10:30:59 PM	0:03:07		Internal
593251837537			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jan, 2025 05:01:24 AM	22 Jan, 2025 09:38:19 PM	21 Jan, 2025 10:30:59 PM	0:03:07		Internal
593251837537			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jan, 2025 05:01:24 AM	22 Jan, 2025 09:38:19 PM	21 Jan, 2025 10:30:59 PM	0:03:07		Internal
593251837537			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jan, 2025 05:01:24 AM	22 Jan, 2025 09:38:19 PM	21 Jan, 2025 10:30:59 PM	0:03:07		Internal
593251837537			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 05:01:24 AM	22 Jan, 2025 09:38:19 PM	21 Jan, 2025 10:30:59 PM	0:03:07		Internal
593251837537			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 05:01:24 AM	22 Jan, 2025 09:38:19 PM	21 Jan, 2025 10:30:59 PM	0:03:07		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
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593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251666024			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 01:01:21 PM	22 Jan, 2025 09:51:21 PM	21 Jan, 2025 01:02:38 PM	0:04:11		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
593251694083			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:23 PM	22 Jan, 2025 10:05:43 PM	21 Jan, 2025 03:00:49 PM	0:06:50		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
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592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 02:03:41 PM	23 Jan, 2025 12:40:12 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250651666	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
593250651666			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 05:01:00 PM	23 Jan, 2025 01:30:18 PM	13 Jan, 2025 02:58:19 PM	0:04:43		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
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592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
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592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
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592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
592161933610			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 05:30:40 AM	23 Jan, 2025 02:21:40 PM	07 Jan, 2025 04:37:34 PM	0:06:30		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251683250	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
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593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
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593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251683250			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:23 PM	23 Jan, 2025 02:23:26 PM	21 Jan, 2025 02:23:58 PM	0:08:43		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
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593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251695694	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593251695694			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:25 PM	23 Jan, 2025 02:31:25 PM	21 Jan, 2025 03:06:57 PM	0:07:24		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
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593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
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593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
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593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593250675359			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 09:00:47 PM	23 Jan, 2025 02:58:44 PM	13 Jan, 2025 04:07:58 PM	0:04:58		Internal
593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
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593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
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593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251904691	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
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593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
593251904691			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 05:01:34 PM	23 Jan, 2025 03:04:03 PM	22 Jan, 2025 04:20:06 PM	0:04:58		Internal
593251728071			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 04:01:00 AM	23 Jan, 2025 03:17:35 PM	21 Jan, 2025 04:35:41 PM	0:08:58		Internal
593251728071			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 04:01:00 AM	23 Jan, 2025 03:17:35 PM	21 Jan, 2025 04:35:41 PM	0:08:58		Internal
593251728071			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 04:01:00 AM	23 Jan, 2025 03:17:35 PM	21 Jan, 2025 04:35:41 PM	0:08:58		Internal
593251728071			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 04:01:00 AM	23 Jan, 2025 03:17:35 PM	21 Jan, 2025 04:35:41 PM	0:08:58		Internal
593251728071			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 04:01:00 AM	23 Jan, 2025 03:17:35 PM	21 Jan, 2025 04:35:41 PM	0:08:58		Internal
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593251728071			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 04:01:00 AM	23 Jan, 2025 03:17:35 PM	21 Jan, 2025 04:35:41 PM	0:08:58		Internal
593251728071			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 04:01:00 AM	23 Jan, 2025 03:17:35 PM	21 Jan, 2025 04:35:41 PM	0:08:58		Internal
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593251728071			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 04:01:00 AM	23 Jan, 2025 03:17:35 PM	21 Jan, 2025 04:35:41 PM	0:08:58		Internal
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593251728071			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 04:01:00 AM	23 Jan, 2025 03:17:35 PM	21 Jan, 2025 04:35:41 PM	0:08:58		Internal
593251728071			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 04:01:00 AM	23 Jan, 2025 03:17:35 PM	21 Jan, 2025 04:35:41 PM	0:08:58		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250650421	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593250650421			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 08:00:57 AM	23 Jan, 2025 03:29:03 PM	13 Jan, 2025 02:38:55 PM	0:09:45		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593252055193			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 03:11:24 PM	23 Jan, 2025 03:38:50 PM	23 Jan, 2025 02:54:16 PM	0:06:39		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251676500			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:20 PM	23 Jan, 2025 03:52:51 PM	21 Jan, 2025 02:00:10 PM	0:03:02		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
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593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251944682	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251944682			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 12:01:12 AM	23 Jan, 2025 04:30:46 PM	22 Jan, 2025 06:17:23 PM	0:08:58		Internal
593251503495			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 04:59:24 PM	23 Jan, 2025 05:05:45 PM	17 Jan, 2025 08:02:20 PM	0:03:44		Internal
593251503495			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 04:59:24 PM	23 Jan, 2025 05:05:45 PM	17 Jan, 2025 08:02:20 PM	0:03:44		Internal
593251503495			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 04:59:24 PM	23 Jan, 2025 05:05:45 PM	17 Jan, 2025 08:02:20 PM	0:03:44		Internal
593251503495			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 04:59:24 PM	23 Jan, 2025 05:05:45 PM	17 Jan, 2025 08:02:20 PM	0:03:44		Internal
593251503495			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 04:59:24 PM	23 Jan, 2025 05:05:45 PM	17 Jan, 2025 08:02:20 PM	0:03:44		Internal
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593251503495			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 04:59:24 PM	23 Jan, 2025 05:05:45 PM	17 Jan, 2025 08:02:20 PM	0:03:44		Internal
593251503495			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 04:59:24 PM	23 Jan, 2025 05:05:45 PM	17 Jan, 2025 08:02:20 PM	0:03:44		Internal
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593251503495			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 04:59:24 PM	23 Jan, 2025 05:05:45 PM	17 Jan, 2025 08:02:20 PM	0:03:44		Internal
593251503495			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 04:59:24 PM	23 Jan, 2025 05:05:45 PM	17 Jan, 2025 08:02:20 PM	0:03:44		Internal
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593251503495			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 04:59:24 PM	23 Jan, 2025 05:05:45 PM	17 Jan, 2025 08:02:20 PM	0:03:44		Internal
593251503495			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 04:59:24 PM	23 Jan, 2025 05:05:45 PM	17 Jan, 2025 08:02:20 PM	0:03:44		Internal
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593251503495			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 04:59:24 PM	23 Jan, 2025 05:05:45 PM	17 Jan, 2025 08:02:20 PM	0:03:44		Internal
593251503495			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 04:59:24 PM	23 Jan, 2025 05:05:45 PM	17 Jan, 2025 08:02:20 PM	0:03:44		Internal
593251503495			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 04:59:24 PM	23 Jan, 2025 05:05:45 PM	17 Jan, 2025 08:02:20 PM	0:03:44		Internal
593251503495			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 04:59:24 PM	23 Jan, 2025 05:05:45 PM	17 Jan, 2025 08:02:20 PM	0:03:44		Internal
593251503495			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 04:59:24 PM	23 Jan, 2025 05:05:45 PM	17 Jan, 2025 08:02:20 PM	0:03:44		Internal
593252090476			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 05:26:24 PM	23 Jan, 2025 05:49:05 PM	23 Jan, 2025 05:06:58 PM	0:04:00		Internal
593252090476			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 05:26:24 PM	23 Jan, 2025 05:49:05 PM	23 Jan, 2025 05:06:58 PM	0:04:00		Internal
593252090476			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 05:26:24 PM	23 Jan, 2025 05:49:05 PM	23 Jan, 2025 05:06:58 PM	0:04:00		Internal
593252090476			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 05:26:24 PM	23 Jan, 2025 05:49:05 PM	23 Jan, 2025 05:06:58 PM	0:04:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252090476	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	23 Jan, 2025 05:26:24 PM	23 Jan, 2025 05:49:05 PM	23 Jan, 2025 05:06:58 PM	0:04:00		Internal
593252090476			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 05:26:24 PM	23 Jan, 2025 05:49:05 PM	23 Jan, 2025 05:06:58 PM	0:04:00		Internal
593252090476			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jan, 2025 05:26:24 PM	23 Jan, 2025 05:49:05 PM	23 Jan, 2025 05:06:58 PM	0:04:00		Internal
593252090476			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 05:26:24 PM	23 Jan, 2025 05:49:05 PM	23 Jan, 2025 05:06:58 PM	0:04:00		Internal
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593252090476			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 05:26:24 PM	23 Jan, 2025 05:49:05 PM	23 Jan, 2025 05:06:58 PM	0:04:00		Internal
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593252090476			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jan, 2025 05:26:24 PM	23 Jan, 2025 05:49:05 PM	23 Jan, 2025 05:06:58 PM	0:04:00		Internal
593252090476			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 05:26:24 PM	23 Jan, 2025 05:49:05 PM	23 Jan, 2025 05:06:58 PM	0:04:00		Internal
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593252090476			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 05:26:24 PM	23 Jan, 2025 05:49:05 PM	23 Jan, 2025 05:06:58 PM	0:04:00		Internal
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593252090476			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 05:26:24 PM	23 Jan, 2025 05:49:05 PM	23 Jan, 2025 05:06:58 PM	0:04:00		Internal
593252090476			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 05:26:24 PM	23 Jan, 2025 05:49:05 PM	23 Jan, 2025 05:06:58 PM	0:04:00		Internal
593252090476			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 05:26:24 PM	23 Jan, 2025 05:49:05 PM	23 Jan, 2025 05:06:58 PM	0:04:00		Internal
593252090476			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 05:26:24 PM	23 Jan, 2025 05:49:05 PM	23 Jan, 2025 05:06:58 PM	0:04:00		Internal
593251913495			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 05:45:01 PM	23 Jan, 2025 05:59:50 PM	22 Jan, 2025 04:37:34 PM	0:07:07		Internal
593251913495			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 05:45:01 PM	23 Jan, 2025 05:59:50 PM	22 Jan, 2025 04:37:34 PM	0:07:07		Internal
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593251913495			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jan, 2025 05:45:01 PM	23 Jan, 2025 05:59:50 PM	22 Jan, 2025 04:37:34 PM	0:07:07		Internal
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593251913495			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 05:45:01 PM	23 Jan, 2025 05:59:50 PM	22 Jan, 2025 04:37:34 PM	0:07:07		Internal
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593251913495			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 05:45:01 PM	23 Jan, 2025 05:59:50 PM	22 Jan, 2025 04:37:34 PM	0:07:07		Internal
593251913495			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 05:45:01 PM	23 Jan, 2025 05:59:50 PM	22 Jan, 2025 04:37:34 PM	0:07:07		Internal
593251913495			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 05:45:01 PM	23 Jan, 2025 05:59:50 PM	22 Jan, 2025 04:37:34 PM	0:07:07		Internal
593251913495			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 05:45:01 PM	23 Jan, 2025 05:59:50 PM	22 Jan, 2025 04:37:34 PM	0:07:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251797649	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251797649			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 06:48:25 PM	23 Jan, 2025 06:59:42 PM	21 Jan, 2025 08:24:49 PM	0:04:45		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal

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593251701172	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251701172			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:19 PM	23 Jan, 2025 07:04:48 PM	21 Jan, 2025 03:24:15 PM	0:04:21		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
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593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
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593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
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593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251700736			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 04:00:57 AM	23 Jan, 2025 07:18:06 PM	21 Jan, 2025 03:24:14 PM	0:05:10		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal

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593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251554888			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 07:22:34 PM	23 Jan, 2025 07:27:12 PM	18 Jan, 2025 01:17:39 AM	0:04:14		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
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593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251989008	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251989008			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 07:37:39 PM	23 Jan, 2025 07:56:47 PM	22 Jan, 2025 08:55:07 PM	0:02:46		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
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593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
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593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251678831	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251678831			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 08:07:25 PM	23 Jan, 2025 08:14:45 PM	21 Jan, 2025 02:06:05 PM	0:03:54		Internal
593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
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593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
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593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
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593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
593251215123			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 08:32:58 PM	23 Jan, 2025 08:37:42 PM	15 Jan, 2025 10:59:01 PM	0:03:47		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251546054	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
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593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251546054			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jan, 2025 01:21:53 PM	24 Jan, 2025 01:27:17 PM	17 Jan, 2025 11:07:14 PM	0:03:56		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
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593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal

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593251704605	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
593251704605			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 06:47:56 PM	24 Jan, 2025 01:56:23 PM	21 Jan, 2025 03:36:17 PM	0:03:32		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:13:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:13:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:13:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:13:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:13:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:13:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:13:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:13:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
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592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:13:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:13:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
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592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:13:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:13:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:13:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
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592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:13:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
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592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:13:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:13:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:13:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
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592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162174718	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
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592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
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592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
592162174718			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 02:03:41 PM	24 Jan, 2025 02:24:27 PM	08 Jan, 2025 08:01:42 PM	0:04:43		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
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593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
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593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
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593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252193133	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593252193133			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jan, 2025 01:57:13 PM	24 Jan, 2025 02:28:10 PM	24 Jan, 2025 01:19:43 PM	0:03:12		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251802182			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 02:43:09 PM	21 Jan, 2025 08:23:18 PM	0:09:09		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
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593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
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593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251922200			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251922200	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	23 Jan, 2025 12:01:01 PM	24 Jan, 2025 02:53:12 PM	22 Jan, 2025 05:07:06 PM	0:06:22		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251822446			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jan, 2025 02:49:50 PM	24 Jan, 2025 02:58:55 PM	21 Jan, 2025 09:40:52 PM	0:04:31		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251215226	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251215226			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jan, 2025 01:01:22 PM	24 Jan, 2025 03:03:51 PM	15 Jan, 2025 11:14:34 PM	0:06:27		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
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593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
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593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251831725			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 04:01:00 AM	24 Jan, 2025 03:10:05 PM	21 Jan, 2025 10:19:11 PM	0:02:22		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal

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593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
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593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
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593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593251378998			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jan, 2025 01:01:25 AM	24 Jan, 2025 03:28:44 PM	16 Jan, 2025 11:02:50 PM	0:07:00		Internal
593252134098			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jan, 2025 06:31:20 AM	24 Jan, 2025 04:32:45 PM	23 Jan, 2025 07:48:57 PM	0:02:51		Internal
593252134098			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jan, 2025 06:31:20 AM	24 Jan, 2025 04:32:45 PM	23 Jan, 2025 07:48:57 PM	0:02:51		Internal
593252134098			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jan, 2025 06:31:20 AM	24 Jan, 2025 04:32:45 PM	23 Jan, 2025 07:48:57 PM	0:02:51		Internal
593252134098			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jan, 2025 06:31:20 AM	24 Jan, 2025 04:32:45 PM	23 Jan, 2025 07:48:57 PM	0:02:51		Internal
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593252134098			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jan, 2025 06:31:20 AM	24 Jan, 2025 04:32:45 PM	23 Jan, 2025 07:48:57 PM	0:02:51		Internal
593252134098			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jan, 2025 06:31:20 AM	24 Jan, 2025 04:32:45 PM	23 Jan, 2025 07:48:57 PM	0:02:51		Internal
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593252134098			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Jan, 2025 06:31:20 AM	24 Jan, 2025 04:32:45 PM	23 Jan, 2025 07:48:57 PM	0:02:51		Internal
593252134098			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jan, 2025 06:31:20 AM	24 Jan, 2025 04:32:45 PM	23 Jan, 2025 07:48:57 PM	0:02:51		Internal
593252134098			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jan, 2025 06:31:20 AM	24 Jan, 2025 04:32:45 PM	23 Jan, 2025 07:48:57 PM	0:02:51		Internal
593252134098			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jan, 2025 06:31:20 AM	24 Jan, 2025 04:32:45 PM	23 Jan, 2025 07:48:57 PM	0:02:51		Internal
593252119838			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 05:04:59 PM	23 Jan, 2025 06:56:04 PM	0:05:21		Internal
593252119838			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 05:04:59 PM	23 Jan, 2025 06:56:04 PM	0:05:21		Internal
593252119838			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 05:04:59 PM	23 Jan, 2025 06:56:04 PM	0:05:21		Internal
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593252119838			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 05:04:59 PM	23 Jan, 2025 06:56:04 PM	0:05:21		Internal
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593252119838			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 05:04:59 PM	23 Jan, 2025 06:56:04 PM	0:05:21		Internal
593252119838			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 05:04:59 PM	23 Jan, 2025 06:56:04 PM	0:05:21		Internal
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593252119838			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 05:04:59 PM	23 Jan, 2025 06:56:04 PM	0:05:21		Internal
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593252119838			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 05:04:59 PM	23 Jan, 2025 06:56:04 PM	0:05:21		Internal
593252119838			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 08:01:10 PM	24 Jan, 2025 05:04:59 PM	23 Jan, 2025 06:56:04 PM	0:05:21		Internal
593252239420			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jan, 2025 04:48:52 PM	24 Jan, 2025 05:21:50 PM	24 Jan, 2025 04:26:50 PM	0:07:00		Internal
593252239420			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jan, 2025 04:48:52 PM	24 Jan, 2025 05:21:50 PM	24 Jan, 2025 04:26:50 PM	0:07:00		Internal
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593252239420			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jan, 2025 04:48:52 PM	24 Jan, 2025 05:21:50 PM	24 Jan, 2025 04:26:50 PM	0:07:00		Internal
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593252239420			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jan, 2025 04:48:52 PM	24 Jan, 2025 05:21:50 PM	24 Jan, 2025 04:26:50 PM	0:07:00		Internal
593252239420			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jan, 2025 04:48:52 PM	24 Jan, 2025 05:21:50 PM	24 Jan, 2025 04:26:50 PM	0:07:00		Internal
593252239420			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jan, 2025 04:48:52 PM	24 Jan, 2025 05:21:50 PM	24 Jan, 2025 04:26:50 PM	0:07:00		Internal
593252239420			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jan, 2025 04:48:52 PM	24 Jan, 2025 05:21:50 PM	24 Jan, 2025 04:26:50 PM	0:07:00		Internal
593252239420			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jan, 2025 04:48:52 PM	24 Jan, 2025 05:21:50 PM	24 Jan, 2025 04:26:50 PM	0:07:00		Internal
593252239420			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jan, 2025 04:48:52 PM	24 Jan, 2025 05:21:50 PM	24 Jan, 2025 04:26:50 PM	0:07:00		Internal
593252239420			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jan, 2025 04:48:52 PM	24 Jan, 2025 05:21:50 PM	24 Jan, 2025 04:26:50 PM	0:07:00		Internal
593252239420			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Jan, 2025 04:48:52 PM	24 Jan, 2025 05:21:50 PM	24 Jan, 2025 04:26:50 PM	0:07:00		Internal
593252239420			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jan, 2025 04:48:52 PM	24 Jan, 2025 05:21:50 PM	24 Jan, 2025 04:26:50 PM	0:07:00		Internal
593252239420			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jan, 2025 04:48:52 PM	24 Jan, 2025 05:21:50 PM	24 Jan, 2025 04:26:50 PM	0:07:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252239420	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	24 Jan, 2025 04:48:52 PM	24 Jan, 2025 05:21:50 PM	24 Jan, 2025 04:26:50 PM	0:07:00		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251817922			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 05:01:26 AM	24 Jan, 2025 06:06:00 PM	21 Jan, 2025 09:22:19 PM	0:06:48		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251815763	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251815763			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jan, 2025 08:06:06 PM	24 Jan, 2025 08:38:29 PM	21 Jan, 2025 09:15:36 PM	0:03:46		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
593251901925			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 04:00:59 PM	24 Jan, 2025 10:33:02 PM	22 Jan, 2025 04:04:02 PM	0:07:12		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161993553	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592161993553			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 09:00:38 PM	25 Jan, 2025 03:21:54 PM	07 Jan, 2025 08:01:54 PM	0:08:05		Internal
592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
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592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
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592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
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592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
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592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
592162049912			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jan, 2025 02:00:37 AM	25 Jan, 2025 03:37:53 PM	07 Jan, 2025 11:05:11 PM	0:06:01		Internal
593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal

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593250662177	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
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593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
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593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
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593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
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593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
593250662177			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 05:01:02 PM	25 Jan, 2025 04:33:07 PM	13 Jan, 2025 03:24:04 PM	0:05:08		Internal
592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
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592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
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592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
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592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
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592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162035144	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
592162035144			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 05:30:49 PM	26 Jan, 2025 01:58:46 AM	07 Jan, 2025 09:48:32 PM	0:02:03		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162035260			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jan, 2025 02:00:39 PM	26 Jan, 2025 02:05:02 AM	07 Jan, 2025 09:54:30 PM	0:04:40		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162137414	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
592162137414			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jan, 2025 01:30:50 AM	26 Jan, 2025 02:10:58 AM	08 Jan, 2025 05:50:18 PM	0:07:59		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
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593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250667533			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 05:01:01 PM	26 Jan, 2025 02:00:04 PM	13 Jan, 2025 03:46:21 PM	0:06:34		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
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593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250675551	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
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593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250675551			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 08:00:59 AM	26 Jan, 2025 07:18:27 PM	13 Jan, 2025 04:09:32 PM	0:06:19		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
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593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
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593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
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593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593250828831			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 03:31:03 PM	26 Jan, 2025 07:39:47 PM	14 Jan, 2025 01:32:23 PM	0:03:13		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251692133	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
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593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
593251692133			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 12:17:33 AM	21 Jan, 2025 02:54:41 PM	0:03:09		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
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592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
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592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161664023			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 02:00:32 PM	27 Jan, 2025 12:40:08 AM	06 Jan, 2025 01:04:11 PM	0:02:21		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161298371	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
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592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
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592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161298371			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jan, 2025 02:32:09 AM	27 Jan, 2025 01:06:04 AM	02 Jan, 2025 06:02:47 PM	0:02:43		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161150904	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
592161150904			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jan, 2025 12:31:42 PM	27 Jan, 2025 01:52:02 AM	31 Dec, 2024 09:57:28 PM	0:02:52		Internal
593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
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593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
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593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
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593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
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593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
593251323450			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jan, 2025 05:01:25 AM	27 Jan, 2025 10:59:36 AM	16 Jan, 2025 06:56:08 PM	0:05:58		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251883513	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593251883513			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jan, 2025 01:42:10 PM	27 Jan, 2025 01:46:45 PM	22 Jan, 2025 02:52:55 PM	0:02:43		Internal
593252408406			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252408406		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252408406		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jan, 2025 01:32:06 PM	27 Jan, 2025 02:32:43 PM	27 Jan, 2025 01:25:03 PM	0:03:02		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252405974		CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jan, 2025 01:32:00 PM	27 Jan, 2025 03:21:01 PM	27 Jan, 2025 01:04:29 PM	0:09:05		Internal
593252057790		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252057790	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
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593252057790			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593252057790			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 04:01:06 PM	27 Jan, 2025 04:32:56 PM	23 Jan, 2025 03:09:51 PM	0:04:16		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
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593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
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593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
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593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
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593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593251685467			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:18 PM	27 Jan, 2025 04:37:58 PM	21 Jan, 2025 02:33:00 PM	0:07:00		Internal
593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
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593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252268568	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
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593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
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593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
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593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
593252268568			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	27 Jan, 2025 04:36:24 PM	27 Jan, 2025 04:41:35 PM	24 Jan, 2025 05:54:01 PM	0:01:50		Internal
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593251689028			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	21 Jan, 2025 03:31:30 PM	27 Jan, 2025 05:12:11 PM	21 Jan, 2025 03:01:29 PM	0:06:10		Internal
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593251689028			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	21 Jan, 2025 03:31:30 PM	27 Jan, 2025 05:12:11 PM	21 Jan, 2025 03:01:29 PM	0:06:10		Internal
593251689028			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	21 Jan, 2025 03:31:30 PM	27 Jan, 2025 05:12:11 PM	21 Jan, 2025 03:01:29 PM	0:06:10		Internal
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593251689028			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	21 Jan, 2025 03:31:30 PM	27 Jan, 2025 05:12:11 PM	21 Jan, 2025 03:01:29 PM	0:06:10		Internal
593251689028			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	21 Jan, 2025 03:31:30 PM	27 Jan, 2025 05:12:11 PM	21 Jan, 2025 03:01:29 PM	0:06:10		Internal
593251689028			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	21 Jan, 2025 03:31:30 PM	27 Jan, 2025 05:12:11 PM	21 Jan, 2025 03:01:29 PM	0:06:10		Internal
593251689028			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	21 Jan, 2025 03:31:30 PM	27 Jan, 2025 05:12:11 PM	21 Jan, 2025 03:01:29 PM	0:06:10		Internal
593251689028			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	21 Jan, 2025 03:31:30 PM	27 Jan, 2025 05:12:11 PM	21 Jan, 2025 03:01:29 PM	0:06:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251689028	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	21 Jan, 2025 03:31:30 PM	27 Jan, 2025 05:12:11 PM	21 Jan, 2025 03:01:29 PM	0:06:10		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593251755275			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 07:31:15 PM	27 Jan, 2025 05:22:54 PM	21 Jan, 2025 06:13:09 PM	0:05:09		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252052093	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252052093			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jan, 2025 05:28:28 PM	27 Jan, 2025 05:31:31 PM	23 Jan, 2025 02:39:39 PM	0:03:21		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
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593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593252337717			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jan, 2025 05:40:56 PM	27 Jan, 2025 05:44:30 PM	24 Jan, 2025 11:08:04 PM	0:03:39		Internal
593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250654432	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
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593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
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593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
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593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
593250654432			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 12:01:00 PM	27 Jan, 2025 09:57:29 PM	13 Jan, 2025 03:09:10 PM	0:04:00		Internal
593252406299			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 01:31:59 PM	27 Jan, 2025 10:12:21 PM	27 Jan, 2025 01:05:42 PM	0:04:22		Internal
593252406299			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 01:31:59 PM	27 Jan, 2025 10:12:21 PM	27 Jan, 2025 01:05:42 PM	0:04:22		Internal
593252406299			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 01:31:59 PM	27 Jan, 2025 10:12:21 PM	27 Jan, 2025 01:05:42 PM	0:04:22		Internal
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593252406299			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 01:31:59 PM	27 Jan, 2025 10:12:21 PM	27 Jan, 2025 01:05:42 PM	0:04:22		Internal
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593252406299			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jan, 2025 01:31:59 PM	27 Jan, 2025 10:12:21 PM	27 Jan, 2025 01:05:42 PM	0:04:22		Internal
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593252406299			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jan, 2025 01:31:59 PM	27 Jan, 2025 10:12:21 PM	27 Jan, 2025 01:05:42 PM	0:04:22		Internal
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593251093075			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 03:31:03 PM	27 Jan, 2025 10:16:53 PM	15 Jan, 2025 03:07:39 PM	0:02:41		Internal
593251093075			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 03:31:03 PM	27 Jan, 2025 10:16:53 PM	15 Jan, 2025 03:07:39 PM	0:02:41		Internal
593251093075			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 03:31:03 PM	27 Jan, 2025 10:16:53 PM	15 Jan, 2025 03:07:39 PM	0:02:41		Internal
593251093075			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 03:31:03 PM	27 Jan, 2025 10:16:53 PM	15 Jan, 2025 03:07:39 PM	0:02:41		Internal
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593251093075			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 03:31:03 PM	27 Jan, 2025 10:16:53 PM	15 Jan, 2025 03:07:39 PM	0:02:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251093075			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 03:31:03 PM	27 Jan, 2025 10:16:53 PM	15 Jan, 2025 03:07:39 PM	0:02:41		Internal
593251093075			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 03:31:03 PM	27 Jan, 2025 10:16:53 PM	15 Jan, 2025 03:07:39 PM	0:02:41		Internal
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593251093075			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 03:31:03 PM	27 Jan, 2025 10:16:53 PM	15 Jan, 2025 03:07:39 PM	0:02:41		Internal
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593250668286			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:01:00 PM	27 Jan, 2025 10:17:57 PM	13 Jan, 2025 03:54:44 PM	0:04:52		Internal
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593250668286			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:01:00 PM	27 Jan, 2025 10:17:57 PM	13 Jan, 2025 03:54:44 PM	0:04:52		Internal
593250668286			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 05:01:00 PM	27 Jan, 2025 10:17:57 PM	13 Jan, 2025 03:54:44 PM	0:04:52		Internal
593250668286			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 05:01:00 PM	27 Jan, 2025 10:17:57 PM	13 Jan, 2025 03:54:44 PM	0:04:52		Internal
593250668286			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 05:01:00 PM	27 Jan, 2025 10:17:57 PM	13 Jan, 2025 03:54:44 PM	0:04:52		Internal
593250668286			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 05:01:00 PM	27 Jan, 2025 10:17:57 PM	13 Jan, 2025 03:54:44 PM	0:04:52		Internal
593250668286			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 05:01:00 PM	27 Jan, 2025 10:17:57 PM	13 Jan, 2025 03:54:44 PM	0:04:52		Internal
593250668286			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 05:01:00 PM	27 Jan, 2025 10:17:57 PM	13 Jan, 2025 03:54:44 PM	0:04:52		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
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593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
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593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250839359	[redacted]	[redacted]	CTE_Res_Default_Span	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
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593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250839359			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 11:31:06 PM	27 Jan, 2025 10:27:11 PM	14 Jan, 2025 02:19:36 PM	0:04:30		Internal
593250845309			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 07:31:03 AM	27 Jan, 2025 10:36:46 PM	14 Jan, 2025 02:37:50 PM	0:08:06		Internal
593250845309			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 07:31:03 AM	27 Jan, 2025 10:36:46 PM	14 Jan, 2025 02:37:50 PM	0:08:06		Internal
593250845309			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 07:31:03 AM	27 Jan, 2025 10:36:46 PM	14 Jan, 2025 02:37:50 PM	0:08:06		Internal
593250845309			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 07:31:03 AM	27 Jan, 2025 10:36:46 PM	14 Jan, 2025 02:37:50 PM	0:08:06		Internal
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593250845309			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 07:31:03 AM	27 Jan, 2025 10:36:46 PM	14 Jan, 2025 02:37:50 PM	0:08:06		Internal
593250845309			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 07:31:03 AM	27 Jan, 2025 10:36:46 PM	14 Jan, 2025 02:37:50 PM	0:08:06		Internal
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593250845309			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 07:31:03 AM	27 Jan, 2025 10:36:46 PM	14 Jan, 2025 02:37:50 PM	0:08:06		Internal
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593250845309			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 07:31:03 AM	27 Jan, 2025 10:36:46 PM	14 Jan, 2025 02:37:50 PM	0:08:06		Internal
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593250845309			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 07:31:03 AM	27 Jan, 2025 10:36:46 PM	14 Jan, 2025 02:37:50 PM	0:08:06		Internal
593250845309			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 07:31:03 AM	27 Jan, 2025 10:36:46 PM	14 Jan, 2025 02:37:50 PM	0:08:06		Internal
593250845309			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 07:31:03 AM	27 Jan, 2025 10:36:46 PM	14 Jan, 2025 02:37:50 PM	0:08:06		Internal
593250845309			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 07:31:03 AM	27 Jan, 2025 10:36:46 PM	14 Jan, 2025 02:37:50 PM	0:08:06		Internal
593250845309			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 07:31:03 AM	27 Jan, 2025 10:36:46 PM	14 Jan, 2025 02:37:50 PM	0:08:06		Internal
593251093817			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
593251093817			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
593251093817			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
593251093817			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
593251093817			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
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593251093817			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
593251093817			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
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593251093817			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
593251093817			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
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593251093817	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
593251093817			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
593251093817			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
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593251093817			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
593251093817			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
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593251093817			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
593251093817			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
593251093817			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
593251093817			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 07:31:02 PM	27 Jan, 2025 11:24:56 PM	15 Jan, 2025 03:11:06 PM	0:09:18		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593250680573			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 05:01:01 PM	28 Jan, 2025 12:12:44 AM	13 Jan, 2025 04:28:56 PM	0:04:48		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
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593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593252414762			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jan, 2025 09:31:58 PM	28 Jan, 2025 01:49:46 AM	27 Jan, 2025 01:58:42 PM	0:02:36		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593250794149			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 03:31:10 AM	28 Jan, 2025 01:53:30 AM	13 Jan, 2025 10:09:14 PM	0:08:16		Internal
593251668986			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
593251668986			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
593251668986			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
593251668986			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251668986		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
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593251668986		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
593251668986		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
593251668986		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
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593251668986		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
593251668986		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
593251668986		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
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593251668986		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
593251668986		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
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593251668986		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
593251668986		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
593251668986		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
593251668986		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
593251668986		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
593251668986		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
593251668986		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
593251668986		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 05:01:26 AM	28 Jan, 2025 02:27:19 AM	21 Jan, 2025 01:23:16 PM	0:03:29		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673751		CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:23 PM	28 Jan, 2025 02:32:17 AM	21 Jan, 2025 01:38:32 PM	0:02:26		Internal
593251673612		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251673612			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 02:36:27 AM	21 Jan, 2025 01:42:57 PM	0:07:22		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
593251678059			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:22 PM	28 Jan, 2025 02:39:42 AM	21 Jan, 2025 02:02:10 PM	0:03:49		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161670974	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
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592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
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592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
592161670974			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 02:00:30 PM	28 Jan, 2025 03:00:47 AM	06 Jan, 2025 01:43:50 PM	0:03:14		Internal
593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
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593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
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593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
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593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
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593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
593251681977			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:24 PM	28 Jan, 2025 03:04:09 AM	21 Jan, 2025 02:18:44 PM	0:09:38		Internal
592161132334			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jan, 2025 01:00:59 AM	28 Jan, 2025 03:18:57 AM	31 Dec, 2024 07:52:43 PM	0:03:19		Internal
592161132334			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jan, 2025 01:00:59 AM	28 Jan, 2025 03:18:57 AM	31 Dec, 2024 07:52:43 PM	0:03:19		Internal
592161132334			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jan, 2025 01:00:59 AM	28 Jan, 2025 03:18:57 AM	31 Dec, 2024 07:52:43 PM	0:03:19		Internal
592161132334			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jan, 2025 01:00:59 AM	28 Jan, 2025 03:18:57 AM	31 Dec, 2024 07:52:43 PM	0:03:19		Internal
592161132334			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jan, 2025 01:00:59 AM	28 Jan, 2025 03:18:57 AM	31 Dec, 2024 07:52:43 PM	0:03:19		Internal
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592161132334	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	02 Jan, 2025 01:00:59 AM	28 Jan, 2025 03:18:57 AM	31 Dec, 2024 07:52:43 PM	0:03:19		Internal
592161132334			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jan, 2025 01:00:59 AM	28 Jan, 2025 03:18:57 AM	31 Dec, 2024 07:52:43 PM	0:03:19		Internal
592161132334			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jan, 2025 01:00:59 AM	28 Jan, 2025 03:18:57 AM	31 Dec, 2024 07:52:43 PM	0:03:19		Internal
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592161132334			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jan, 2025 01:00:59 AM	28 Jan, 2025 03:18:57 AM	31 Dec, 2024 07:52:43 PM	0:03:19		Internal
592161132334			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jan, 2025 01:00:59 AM	28 Jan, 2025 03:18:57 AM	31 Dec, 2024 07:52:43 PM	0:03:19		Internal
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592161132334			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jan, 2025 01:00:59 AM	28 Jan, 2025 03:18:57 AM	31 Dec, 2024 07:52:43 PM	0:03:19		Internal
592161132334			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jan, 2025 01:00:59 AM	28 Jan, 2025 03:18:57 AM	31 Dec, 2024 07:52:43 PM	0:03:19		Internal
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592161132334			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jan, 2025 01:00:59 AM	28 Jan, 2025 03:18:57 AM	31 Dec, 2024 07:52:43 PM	0:03:19		Internal
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592161132334			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jan, 2025 01:00:59 AM	28 Jan, 2025 03:18:57 AM	31 Dec, 2024 07:52:43 PM	0:03:19		Internal
592161132334			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jan, 2025 01:00:59 AM	28 Jan, 2025 03:18:57 AM	31 Dec, 2024 07:52:43 PM	0:03:19		Internal
593251857451			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 12:01:01 PM	28 Jan, 2025 03:21:08 AM	22 Jan, 2025 12:54:51 PM	0:04:32		Internal
593251857451			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 12:01:01 PM	28 Jan, 2025 03:21:08 AM	22 Jan, 2025 12:54:51 PM	0:04:32		Internal
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593251857451			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 12:01:01 PM	28 Jan, 2025 03:21:08 AM	22 Jan, 2025 12:54:51 PM	0:04:32		Internal
593251857451			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 12:01:01 PM	28 Jan, 2025 03:21:08 AM	22 Jan, 2025 12:54:51 PM	0:04:32		Internal
593251857451			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jan, 2025 12:01:01 PM	28 Jan, 2025 03:21:08 AM	22 Jan, 2025 12:54:51 PM	0:04:32		Internal
593251857451			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 12:01:01 PM	28 Jan, 2025 03:21:08 AM	22 Jan, 2025 12:54:51 PM	0:04:32		Internal
593251857451			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 12:01:01 PM	28 Jan, 2025 03:21:08 AM	22 Jan, 2025 12:54:51 PM	0:04:32		Internal
593251857451			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 12:01:01 PM	28 Jan, 2025 03:21:08 AM	22 Jan, 2025 12:54:51 PM	0:04:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251857451	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	23 Jan, 2025 12:01:01 PM	28 Jan, 2025 03:21:08 AM	22 Jan, 2025 12:54:51 PM	0:04:32		Internal
593251857451			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 12:01:01 PM	28 Jan, 2025 03:21:08 AM	22 Jan, 2025 12:54:51 PM	0:04:32		Internal
593251857451			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 12:01:01 PM	28 Jan, 2025 03:21:08 AM	22 Jan, 2025 12:54:51 PM	0:04:32		Internal
593251857451			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 12:01:01 PM	28 Jan, 2025 03:21:08 AM	22 Jan, 2025 12:54:51 PM	0:04:32		Internal
593251857451			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 12:01:01 PM	28 Jan, 2025 03:21:08 AM	22 Jan, 2025 12:54:51 PM	0:04:32		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593252060222			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 03:28:21 AM	23 Jan, 2025 03:22:46 PM	0:08:47		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251682427	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251682427			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 03:35:12 AM	21 Jan, 2025 02:19:45 PM	0:03:20		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251963279			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 04:01:02 PM	28 Jan, 2025 03:57:30 AM	22 Jan, 2025 07:19:25 PM	0:03:28		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251666883	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
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593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251666883			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:21 PM	28 Jan, 2025 12:05:13 PM	21 Jan, 2025 01:12:09 PM	0:07:30		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]t	21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
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593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
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593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251702994			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:25 PM	28 Jan, 2025 12:47:42 PM	21 Jan, 2025 03:19:41 PM	0:07:20		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
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593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
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593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593251952966			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 02:32:56 PM	22 Jan, 2025 06:51:32 PM	0:02:29		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
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593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252388360			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jan, 2025 06:31:47 PM	28 Jan, 2025 02:34:35 PM	26 Jan, 2025 06:03:00 PM	0:02:19		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252410261	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
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593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
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593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593252410261			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jan, 2025 08:53:08 PM	28 Jan, 2025 02:41:17 PM	27 Jan, 2025 01:34:39 PM	0:07:02		Internal
593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
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593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
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593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
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593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
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593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251251874	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
593251251874			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jan, 2025 01:01:23 PM	28 Jan, 2025 02:48:46 PM	16 Jan, 2025 02:41:29 PM	0:04:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
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593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
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593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593252429733			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 02:53:03 PM	27 Jan, 2025 03:04:48 PM	0:09:52		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593251590393			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jan, 2025 11:00:54 AM	28 Jan, 2025 03:01:07 PM	19 Jan, 2025 05:39:04 AM	0:03:28		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593252352899			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 02:54:40 PM	28 Jan, 2025 03:02:14 PM	25 Jan, 2025 01:43:25 PM	0:02:29		Internal
593251702137			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251702137	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593251702137			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:31 PM	28 Jan, 2025 03:10:55 PM	21 Jan, 2025 03:11:57 PM	0:02:24		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
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593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250686900	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593250686900			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 05:00:58 PM	28 Jan, 2025 03:37:33 PM	13 Jan, 2025 04:46:35 PM	0:08:25		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
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593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252038541			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 04:09:07 PM	28 Jan, 2025 04:14:48 PM	23 Jan, 2025 01:34:22 PM	0:02:44		Internal
593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
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593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal

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593252406376	[redacted]		CTE_Bus_Default	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
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593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
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593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
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593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
593252406376			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 04:38:10 PM	27 Jan, 2025 01:06:28 PM	0:02:30		Internal
593251593848			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jan, 2025 03:00:55 PM	28 Jan, 2025 04:52:22 PM	19 Jan, 2025 01:19:01 PM	0:07:20		Internal
593251593848			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jan, 2025 03:00:55 PM	28 Jan, 2025 04:52:22 PM	19 Jan, 2025 01:19:01 PM	0:07:20		Internal
593251593848			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jan, 2025 03:00:55 PM	28 Jan, 2025 04:52:22 PM	19 Jan, 2025 01:19:01 PM	0:07:20		Internal
593251593848			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jan, 2025 03:00:55 PM	28 Jan, 2025 04:52:22 PM	19 Jan, 2025 01:19:01 PM	0:07:20		Internal
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593251593848			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jan, 2025 03:00:55 PM	28 Jan, 2025 04:52:22 PM	19 Jan, 2025 01:19:01 PM	0:07:20		Internal
593251593848			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jan, 2025 03:00:55 PM	28 Jan, 2025 04:52:22 PM	19 Jan, 2025 01:19:01 PM	0:07:20		Internal
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593251593848			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jan, 2025 03:00:55 PM	28 Jan, 2025 04:52:22 PM	19 Jan, 2025 01:19:01 PM	0:07:20		Internal
593251593848			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jan, 2025 03:00:55 PM	28 Jan, 2025 04:52:22 PM	19 Jan, 2025 01:19:01 PM	0:07:20		Internal
593251593848			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jan, 2025 03:00:55 PM	28 Jan, 2025 04:52:22 PM	19 Jan, 2025 01:19:01 PM	0:07:20		Internal
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593251593848			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jan, 2025 03:00:55 PM	28 Jan, 2025 04:52:22 PM	19 Jan, 2025 01:19:01 PM	0:07:20		Internal
593251593848			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jan, 2025 03:00:55 PM	28 Jan, 2025 04:52:22 PM	19 Jan, 2025 01:19:01 PM	0:07:20		Internal
593251593848			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jan, 2025 03:00:55 PM	28 Jan, 2025 04:52:22 PM	19 Jan, 2025 01:19:01 PM	0:07:20		Internal
593251593848			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Jan, 2025 03:00:55 PM	28 Jan, 2025 04:52:22 PM	19 Jan, 2025 01:19:01 PM	0:07:20		Internal
593251593848			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jan, 2025 03:00:55 PM	28 Jan, 2025 04:52:22 PM	19 Jan, 2025 01:19:01 PM	0:07:20		Internal
593251593848			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jan, 2025 03:00:55 PM	28 Jan, 2025 04:52:22 PM	19 Jan, 2025 01:19:01 PM	0:07:20		Internal
593251593848			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jan, 2025 03:00:55 PM	28 Jan, 2025 04:52:22 PM	19 Jan, 2025 01:19:01 PM	0:07:20		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252247625	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
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593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
593252247625			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 04:43:31 PM	28 Jan, 2025 04:52:54 PM	24 Jan, 2025 04:58:21 PM	0:03:36		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
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594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
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594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
594149553681			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 05:16:02 PM	28 Jan, 2025 05:27:42 PM	27 Jan, 2025 09:46:21 PM	0:07:11		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251872456	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 12:01:10 AM	28 Jan, 2025 05:34:23 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593250684706			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250684706		CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706		CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706		CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706		CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706		CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706		CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706		CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706		CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593250684706		CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 05:51:47 PM	28 Jan, 2025 05:53:21 PM	13 Jan, 2025 04:46:25 PM	0:05:29		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
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593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
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593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
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593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252062988		CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jan, 2025 02:31:32 AM	28 Jan, 2025 06:03:46 PM	23 Jan, 2025 03:21:40 PM	0:02:48		Internal
593252407088		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
593252407088		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
593252407088		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
593252407088		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
593252407088		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
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593252407088		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
593252407088		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
593252407088		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
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593252407088		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
593252407088		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
593252407088		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
593252407088		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252407088	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
593252407088			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
593252407088			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
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593252407088			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
593252407088			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
593252407088			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
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593252407088			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
593252407088			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
593252407088			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
593252407088			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:12:05 PM	27 Jan, 2025 01:11:28 PM	0:03:52		Internal
593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
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593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
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593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
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593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
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593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
593252409448			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jan, 2025 01:32:00 PM	28 Jan, 2025 06:31:27 PM	27 Jan, 2025 01:27:41 PM	0:02:38		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149568095	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
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594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
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594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
594149568095			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 12:02:03 AM	28 Jan, 2025 06:49:55 PM	27 Jan, 2025 10:35:10 PM	0:07:46		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
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593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
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593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
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593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251576504	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251576504			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 06:44:52 PM	28 Jan, 2025 06:52:12 PM	18 Jan, 2025 06:58:59 PM	0:03:29		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
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593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
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593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593251772653			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 07:06:29 PM	28 Jan, 2025 07:19:13 PM	21 Jan, 2025 07:15:31 PM	0:02:20		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252147513	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
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593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593252147513			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 07:14:51 PM	28 Jan, 2025 07:32:46 PM	23 Jan, 2025 09:04:39 PM	0:08:53		Internal
593251980836			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 08:00:59 AM	28 Jan, 2025 07:56:13 PM	22 Jan, 2025 08:29:12 PM	0:07:38		Internal
593251980836			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 08:00:59 AM	28 Jan, 2025 07:56:13 PM	22 Jan, 2025 08:29:12 PM	0:07:38		Internal
593251980836			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 08:00:59 AM	28 Jan, 2025 07:56:13 PM	22 Jan, 2025 08:29:12 PM	0:07:38		Internal
593251980836			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 08:00:59 AM	28 Jan, 2025 07:56:13 PM	22 Jan, 2025 08:29:12 PM	0:07:38		Internal
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593251980836			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 08:00:59 AM	28 Jan, 2025 07:56:13 PM	22 Jan, 2025 08:29:12 PM	0:07:38		Internal
593251980836			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 08:00:59 AM	28 Jan, 2025 07:56:13 PM	22 Jan, 2025 08:29:12 PM	0:07:38		Internal
593251980836			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 08:00:59 AM	28 Jan, 2025 07:56:13 PM	22 Jan, 2025 08:29:12 PM	0:07:38		Internal
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593251980836			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jan, 2025 08:00:59 AM	28 Jan, 2025 07:56:13 PM	22 Jan, 2025 08:29:12 PM	0:07:38		Internal
593251980836			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 08:00:59 AM	28 Jan, 2025 07:56:13 PM	22 Jan, 2025 08:29:12 PM	0:07:38		Internal
593251980836			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 08:00:59 AM	28 Jan, 2025 07:56:13 PM	22 Jan, 2025 08:29:12 PM	0:07:38		Internal
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593251980836			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 08:00:59 AM	28 Jan, 2025 07:56:13 PM	22 Jan, 2025 08:29:12 PM	0:07:38		Internal
593251980836			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 08:00:59 AM	28 Jan, 2025 07:56:13 PM	22 Jan, 2025 08:29:12 PM	0:07:38		Internal
593251980836			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 08:00:59 AM	28 Jan, 2025 07:56:13 PM	22 Jan, 2025 08:29:12 PM	0:07:38		Internal
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593251980836			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 08:00:59 AM	28 Jan, 2025 07:56:13 PM	22 Jan, 2025 08:29:12 PM	0:07:38		Internal
593251980836			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 08:00:59 AM	28 Jan, 2025 07:56:13 PM	22 Jan, 2025 08:29:12 PM	0:07:38		Internal
593251980836			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 08:00:59 AM	28 Jan, 2025 07:56:13 PM	22 Jan, 2025 08:29:12 PM	0:07:38		Internal
593251980836			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 08:00:59 AM	28 Jan, 2025 07:56:13 PM	22 Jan, 2025 08:29:12 PM	0:07:38		Internal
593251669468			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 07:51:02 PM	28 Jan, 2025 07:56:36 PM	21 Jan, 2025 01:17:07 PM	0:03:40		Internal
593251669468			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 07:51:02 PM	28 Jan, 2025 07:56:36 PM	21 Jan, 2025 01:17:07 PM	0:03:40		Internal
593251669468			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 07:51:02 PM	28 Jan, 2025 07:56:36 PM	21 Jan, 2025 01:17:07 PM	0:03:40		Internal
593251669468			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 07:51:02 PM	28 Jan, 2025 07:56:36 PM	21 Jan, 2025 01:17:07 PM	0:03:40		Internal
593251669468			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 07:51:02 PM	28 Jan, 2025 07:56:36 PM	21 Jan, 2025 01:17:07 PM	0:03:40		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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593251669468			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 07:51:02 PM	28 Jan, 2025 07:56:36 PM	21 Jan, 2025 01:17:07 PM	0:03:40		Internal
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593251669468			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 07:51:02 PM	28 Jan, 2025 07:56:36 PM	21 Jan, 2025 01:17:07 PM	0:03:40		Internal
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593251669468			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 07:51:02 PM	28 Jan, 2025 07:56:36 PM	21 Jan, 2025 01:17:07 PM	0:03:40		Internal
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593251669468			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 07:51:02 PM	28 Jan, 2025 07:56:36 PM	21 Jan, 2025 01:17:07 PM	0:03:40		Internal
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593251669468			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 07:51:02 PM	28 Jan, 2025 07:56:36 PM	21 Jan, 2025 01:17:07 PM	0:03:40		Internal
593251669468			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 07:51:02 PM	28 Jan, 2025 07:56:36 PM	21 Jan, 2025 01:17:07 PM	0:03:40		Internal
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594149576791			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 04:01:57 PM	28 Jan, 2025 09:10:28 PM	27 Jan, 2025 11:07:00 PM	0:05:02		Internal
594149576791			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 04:01:57 PM	28 Jan, 2025 09:10:28 PM	27 Jan, 2025 11:07:00 PM	0:05:02		Internal
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594149576791			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 04:01:57 PM	28 Jan, 2025 09:10:28 PM	27 Jan, 2025 11:07:00 PM	0:05:02		Internal
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594149576791			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jan, 2025 04:01:57 PM	28 Jan, 2025 09:10:28 PM	27 Jan, 2025 11:07:00 PM	0:05:02		Internal
594149576791			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 04:01:57 PM	28 Jan, 2025 09:10:28 PM	27 Jan, 2025 11:07:00 PM	0:05:02		Internal
594149576791			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 04:01:57 PM	28 Jan, 2025 09:10:28 PM	27 Jan, 2025 11:07:00 PM	0:05:02		Internal
594149576791			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 04:01:57 PM	28 Jan, 2025 09:10:28 PM	27 Jan, 2025 11:07:00 PM	0:05:02		Internal
594149576791			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 04:01:57 PM	28 Jan, 2025 09:10:28 PM	27 Jan, 2025 11:07:00 PM	0:05:02		Internal
594149576791			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 04:01:57 PM	28 Jan, 2025 09:10:28 PM	27 Jan, 2025 11:07:00 PM	0:05:02		Internal
594149576791			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 04:01:57 PM	28 Jan, 2025 09:10:28 PM	27 Jan, 2025 11:07:00 PM	0:05:02		Internal
594149576791			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 04:01:57 PM	28 Jan, 2025 09:10:28 PM	27 Jan, 2025 11:07:00 PM	0:05:02		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252379664			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jan, 2025 10:31:44 AM	28 Jan, 2025 09:43:18 PM	26 Jan, 2025 09:22:12 AM	0:08:53		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252431473	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593252431473			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jan, 2025 06:15:25 PM	28 Jan, 2025 10:14:16 PM	27 Jan, 2025 02:46:12 PM	0:03:32		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593251779771			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 10:06:38 PM	28 Jan, 2025 10:19:12 PM	21 Jan, 2025 07:09:42 PM	0:05:20		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252523099			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jan, 2025 09:31:55 PM	28 Jan, 2025 10:39:47 PM	27 Jan, 2025 08:15:11 PM	0:08:41		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252452820	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
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593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
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593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
593252452820			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 12:01:48 PM	29 Jan, 2025 01:23:37 AM	27 Jan, 2025 04:23:51 PM	0:03:30		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
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594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
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594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal

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594149563789	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
594149563789			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 08:01:59 PM	29 Jan, 2025 02:37:53 AM	27 Jan, 2025 09:55:10 PM	0:04:10		Internal
593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
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593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
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593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
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593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
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593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
593251114537			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jan, 2025 05:01:06 AM	29 Jan, 2025 11:39:14 AM	15 Jan, 2025 04:29:16 PM	0:06:11		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252321678	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
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593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252321678			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jan, 2025 07:19:39 PM	29 Jan, 2025 12:30:53 PM	24 Jan, 2025 09:45:08 PM	0:03:03		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
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593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
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593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
593252406257			CTE_Bus_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252406257	[redacted]	[redacted]	CTE_Bus_Default	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	28 Jan, 2025 08:01:56 PM	29 Jan, 2025 02:05:55 PM	27 Jan, 2025 01:23:29 PM	0:03:22		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
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594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149630161			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 02:23:04 PM	29 Jan, 2025 02:48:58 PM	28 Jan, 2025 03:30:19 PM	0:04:15		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
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594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149708239	[redacted]	[redacted]	CTE_Bus_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
594149708239			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 02:00:55 PM	29 Jan, 2025 03:04:23 PM	28 Jan, 2025 08:23:48 PM	0:06:11		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
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593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
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593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
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593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
593252542008			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 10:01:33 AM	29 Jan, 2025 04:03:19 PM	27 Jan, 2025 09:15:32 PM	0:04:01		Internal
594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
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594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
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594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
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594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
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594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149550964	[redacted]	[redacted]	CTE_Res_Payment_Span	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
594149550964			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 02:01:32 AM	29 Jan, 2025 04:34:57 PM	27 Jan, 2025 09:37:11 PM	0:06:53		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
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594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
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594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
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594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
594149739419			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 02:01:32 PM	29 Jan, 2025 04:49:33 PM	28 Jan, 2025 10:07:40 PM	0:03:57		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
593252458773			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 12:02:03 AM	29 Jan, 2025 04:57:28 PM	27 Jan, 2025 04:26:40 PM	0:09:04		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149576763	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149576763			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 04:24:16 PM	29 Jan, 2025 05:06:38 PM	27 Jan, 2025 11:07:23 PM	0:05:44		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149840921	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149840921			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 06:59:00 PM	29 Jan, 2025 07:25:35 PM	29 Jan, 2025 06:05:25 PM	0:04:24		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
594149868750			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 07:32:18 PM	29 Jan, 2025 07:41:15 PM	29 Jan, 2025 07:21:19 PM	0:02:11		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250655288	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
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593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
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593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250655288			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 07:53:37 PM	29 Jan, 2025 08:06:49 PM	13 Jan, 2025 03:59:40 PM	0:07:36		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
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593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
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593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250785210	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250785210			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 08:05:47 PM	29 Jan, 2025 08:30:10 PM	13 Jan, 2025 09:30:30 PM	0:05:46		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
593250652981			CTE_Outbound		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 08:13:25 PM	29 Jan, 2025 08:31:48 PM	13 Jan, 2025 02:42:42 PM	0:00:55		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
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594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149796352	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
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594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149796352			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 08:34:23 PM	29 Jan, 2025 08:48:25 PM	29 Jan, 2025 03:22:44 PM	0:04:50		Internal
594149676296			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 08:54:21 PM	29 Jan, 2025 09:05:07 PM	28 Jan, 2025 05:54:49 PM	0:03:24		Internal
594149676296			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 08:54:21 PM	29 Jan, 2025 09:05:07 PM	28 Jan, 2025 05:54:49 PM	0:03:24		Internal
594149676296			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 08:54:21 PM	29 Jan, 2025 09:05:07 PM	28 Jan, 2025 05:54:49 PM	0:03:24		Internal
594149676296			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 08:54:21 PM	29 Jan, 2025 09:05:07 PM	28 Jan, 2025 05:54:49 PM	0:03:24		Internal
594149676296			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 08:54:21 PM	29 Jan, 2025 09:05:07 PM	28 Jan, 2025 05:54:49 PM	0:03:24		Internal
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594149676296			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 08:54:21 PM	29 Jan, 2025 09:05:07 PM	28 Jan, 2025 05:54:49 PM	0:03:24		Internal
594149676296			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 08:54:21 PM	29 Jan, 2025 09:05:07 PM	28 Jan, 2025 05:54:49 PM	0:03:24		Internal
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594149676296			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 08:54:21 PM	29 Jan, 2025 09:05:07 PM	28 Jan, 2025 05:54:49 PM	0:03:24		Internal
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594149676296			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 08:54:21 PM	29 Jan, 2025 09:05:07 PM	28 Jan, 2025 05:54:49 PM	0:03:24		Internal
594149676296			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 08:54:21 PM	29 Jan, 2025 09:05:07 PM	28 Jan, 2025 05:54:49 PM	0:03:24		Internal
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594149676296			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 08:54:21 PM	29 Jan, 2025 09:05:07 PM	28 Jan, 2025 05:54:49 PM	0:03:24		Internal
594149676296			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 08:54:21 PM	29 Jan, 2025 09:05:07 PM	28 Jan, 2025 05:54:49 PM	0:03:24		Internal
594149676296			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 08:54:21 PM	29 Jan, 2025 09:05:07 PM	28 Jan, 2025 05:54:49 PM	0:03:24		Internal
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594149676296			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 08:54:21 PM	29 Jan, 2025 09:05:07 PM	28 Jan, 2025 05:54:49 PM	0:03:24		Internal
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594149676296			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 08:54:21 PM	29 Jan, 2025 09:05:07 PM	28 Jan, 2025 05:54:49 PM	0:03:24		Internal
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592161672900			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 02:00:31 PM	30 Jan, 2025 02:07:30 AM	06 Jan, 2025 01:49:56 PM	0:04:27		Internal
592161672900			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 02:00:31 PM	30 Jan, 2025 02:07:30 AM	06 Jan, 2025 01:49:56 PM	0:04:27		Internal
592161672900			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 02:00:31 PM	30 Jan, 2025 02:07:30 AM	06 Jan, 2025 01:49:56 PM	0:04:27		Internal
592161672900			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 02:00:31 PM	30 Jan, 2025 02:07:30 AM	06 Jan, 2025 01:49:56 PM	0:04:27		Internal
592161672900			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 02:00:31 PM	30 Jan, 2025 02:07:30 AM	06 Jan, 2025 01:49:56 PM	0:04:27		Internal
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592161672900	[redacted]	[redacted]	CTE_Res_Billing_Span	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	06 Jan, 2025 02:00:31 PM	30 Jan, 2025 02:07:30 AM	06 Jan, 2025 01:49:56 PM	0:04:27		Internal
592161672900			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 02:00:31 PM	30 Jan, 2025 02:07:30 AM	06 Jan, 2025 01:49:56 PM	0:04:27		Internal
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592161672900			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 02:00:31 PM	30 Jan, 2025 02:07:30 AM	06 Jan, 2025 01:49:56 PM	0:04:27		Internal
592161672900			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 02:00:31 PM	30 Jan, 2025 02:07:30 AM	06 Jan, 2025 01:49:56 PM	0:04:27		Internal
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592161672900			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 02:00:31 PM	30 Jan, 2025 02:07:30 AM	06 Jan, 2025 01:49:56 PM	0:04:27		Internal
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592161672900			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 02:00:31 PM	30 Jan, 2025 02:07:30 AM	06 Jan, 2025 01:49:56 PM	0:04:27		Internal
592161672900			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 02:00:31 PM	30 Jan, 2025 02:07:30 AM	06 Jan, 2025 01:49:56 PM	0:04:27		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251788394	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251788394			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 11:31:18 PM	30 Jan, 2025 02:36:03 AM	21 Jan, 2025 07:55:22 PM	0:05:05		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
593251986303			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 12:01:12 AM	30 Jan, 2025 12:05:04 PM	22 Jan, 2025 09:01:50 PM	0:06:43		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
594149891674			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 01:01:55 AM	30 Jan, 2025 12:29:38 PM	29 Jan, 2025 09:10:45 PM	0:02:05		Internal
593252440415			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 12:10:59 PM	30 Jan, 2025 12:58:38 PM	27 Jan, 2025 03:26:42 PM	0:07:57		Internal
593252440415			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 12:10:59 PM	30 Jan, 2025 12:58:38 PM	27 Jan, 2025 03:26:42 PM	0:07:57		Internal
593252440415			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 12:10:59 PM	30 Jan, 2025 12:58:38 PM	27 Jan, 2025 03:26:42 PM	0:07:57		Internal
593252440415			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 12:10:59 PM	30 Jan, 2025 12:58:38 PM	27 Jan, 2025 03:26:42 PM	0:07:57		Internal
593252440415			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 12:10:59 PM	30 Jan, 2025 12:58:38 PM	27 Jan, 2025 03:26:42 PM	0:07:57		Internal
593252440415			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 12:10:59 PM	30 Jan, 2025 12:58:38 PM	27 Jan, 2025 03:26:42 PM	0:07:57		Internal
593252440415			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 12:10:59 PM	30 Jan, 2025 12:58:38 PM	27 Jan, 2025 03:26:42 PM	0:07:57		Internal
593252440415			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 12:10:59 PM	30 Jan, 2025 12:58:38 PM	27 Jan, 2025 03:26:42 PM	0:07:57		Internal
593252440415			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 12:10:59 PM	30 Jan, 2025 12:58:38 PM	27 Jan, 2025 03:26:42 PM	0:07:57		Internal
593252440415			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jan, 2025 12:10:59 PM	30 Jan, 2025 12:58:38 PM	27 Jan, 2025 03:26:42 PM	0:07:57		Internal
593252440415			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 12:10:59 PM	30 Jan, 2025 12:58:38 PM	27 Jan, 2025 03:26:42 PM	0:07:57		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251697429	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
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593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
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593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
593251697429			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:22 PM	30 Jan, 2025 01:01:31 PM	21 Jan, 2025 03:12:06 PM	0:03:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
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594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
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594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
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594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149780175	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149780175			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 10:04:00 PM	30 Jan, 2025 01:39:56 PM	29 Jan, 2025 01:54:48 PM	0:04:12		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
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594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
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594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
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594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
594149741162			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 01:42:58 PM	30 Jan, 2025 01:48:10 PM	28 Jan, 2025 10:09:00 PM	0:03:02		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250813661	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
593250813661			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jan, 2025 04:00:57 AM	30 Jan, 2025 01:59:26 PM	14 Jan, 2025 01:00:43 AM	0:06:23		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592162520017	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
592162520017			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 01:51:21 PM	30 Jan, 2025 02:10:20 PM	10 Jan, 2025 08:49:52 PM	0:04:18		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
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593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
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593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
593252391104			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 02:25:54 PM	30 Jan, 2025 02:29:00 PM	26 Jan, 2025 07:51:28 PM	0:02:49		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149740497	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
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594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
594149740497			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 02:47:49 PM	30 Jan, 2025 02:51:21 PM	28 Jan, 2025 09:45:36 PM	0:02:37		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
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593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252537859	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
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593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
593252537859			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 06:01:28 AM	30 Jan, 2025 03:17:44 PM	27 Jan, 2025 09:01:23 PM	0:04:21		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
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594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
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594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
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594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149915401			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 01:01:53 PM	30 Jan, 2025 03:36:45 PM	29 Jan, 2025 10:55:34 PM	0:03:34		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal

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594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
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594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
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594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149904095			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 03:44:20 PM	30 Jan, 2025 03:48:04 PM	29 Jan, 2025 09:18:24 PM	0:03:17		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149575957			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 12:01:46 PM	30 Jan, 2025 03:49:29 PM	27 Jan, 2025 11:04:47 PM	0:07:15		Internal
594149802997			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
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594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
594149802997		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 02:47:42 PM	30 Jan, 2025 03:51:02 PM	29 Jan, 2025 03:26:49 PM	0:06:31		Internal
593252452633		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
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593252452633		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252452633	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593252452633			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 04:31:57 PM	30 Jan, 2025 04:00:05 PM	27 Jan, 2025 04:22:32 PM	0:09:36		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
593251825899			CTE_Bus_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 01:01:29 AM	30 Jan, 2025 04:02:08 PM	21 Jan, 2025 10:16:28 PM	0:08:25		Internal
594149888824			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149888824		CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
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594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
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594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
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594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149888824		CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 03:53:00 PM	30 Jan, 2025 04:10:13 PM	29 Jan, 2025 08:59:37 PM	0:03:38		Internal
594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
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594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
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594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
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594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
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594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
594149576896		CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 02:01:33 AM	30 Jan, 2025 04:11:18 PM	27 Jan, 2025 11:08:06 PM	0:07:48		Internal
594149739782		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal
594149739782		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal
594149739782		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal
594149739782		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149739782	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal
594149739782			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal
594149739782			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal
594149739782			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal
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594149739782			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal
594149739782			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal
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594149739782			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal
594149739782			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal
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594149739782			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal
594149739782			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal
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594149739782			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal
594149739782			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal
594149739782			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal
594149739782			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 01:01:51 AM	30 Jan, 2025 04:18:29 PM	28 Jan, 2025 09:44:55 PM	0:04:51		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
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594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
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594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
594149733729			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 04:22:04 PM	30 Jan, 2025 04:46:44 PM	28 Jan, 2025 09:44:17 PM	0:03:42		Internal
593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251156147	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
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593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
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593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
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593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
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593251156147			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 04:57:49 PM	30 Jan, 2025 05:04:28 PM	15 Jan, 2025 06:51:10 PM	0:02:16		Internal
593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
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593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
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593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
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593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal

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593251881261	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
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593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
593251881261			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 01:06:13 PM	30 Jan, 2025 05:14:26 PM	22 Jan, 2025 02:48:34 PM	0:07:06		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
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594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
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594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149748763			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 05:02:01 PM	30 Jan, 2025 05:27:43 PM	28 Jan, 2025 10:22:17 PM	0:04:28		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
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594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149831784	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149831784			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 05:36:21 PM	30 Jan, 2025 05:38:44 PM	29 Jan, 2025 05:00:46 PM	0:02:17		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149720921	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149720921			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 05:53:01 PM	30 Jan, 2025 05:58:25 PM	28 Jan, 2025 08:59:45 PM	0:02:48		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149595691			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 06:10:15 PM	30 Jan, 2025 06:16:05 PM	28 Jan, 2025 01:13:53 PM	0:04:31		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
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594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594149760302			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 06:21:36 PM	30 Jan, 2025 06:27:18 PM	29 Jan, 2025 12:35:23 AM	0:03:58		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
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594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150018130	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above				30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
594150018130			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 07:47:33 PM	30 Jan, 2025 08:01:08 PM	30 Jan, 2025 06:16:31 PM	0:05:35		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
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593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
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593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
593252449304			CTE_Bus_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 08:01:51 PM	30 Jan, 2025 08:08:28 PM	27 Jan, 2025 04:03:07 PM	0:03:07		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
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594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
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594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149796412			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 05:01:46 AM	30 Jan, 2025 08:36:40 PM	29 Jan, 2025 03:19:22 PM	0:06:20		Internal
594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
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594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
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594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
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594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
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594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
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594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149889830	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
594149889830			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 08:43:18 PM	30 Jan, 2025 08:56:45 PM	29 Jan, 2025 08:38:39 PM	0:06:49		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
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593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
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593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
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593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
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593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
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593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 08:30:22 PM	30 Jan, 2025 09:09:48 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
594149872551			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 09:06:27 PM	30 Jan, 2025 09:17:05 PM	29 Jan, 2025 07:48:56 PM	0:04:34		Internal
594149872551			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 09:06:27 PM	30 Jan, 2025 09:17:05 PM	29 Jan, 2025 07:48:56 PM	0:04:34		Internal
594149872551			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 09:06:27 PM	30 Jan, 2025 09:17:05 PM	29 Jan, 2025 07:48:56 PM	0:04:34		Internal
594149872551			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 09:06:27 PM	30 Jan, 2025 09:17:05 PM	29 Jan, 2025 07:48:56 PM	0:04:34		Internal
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594149872551			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 09:06:27 PM	30 Jan, 2025 09:17:05 PM	29 Jan, 2025 07:48:56 PM	0:04:34		Internal
594149872551			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 09:06:27 PM	30 Jan, 2025 09:17:05 PM	29 Jan, 2025 07:48:56 PM	0:04:34		Internal
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594149872551			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 09:06:27 PM	30 Jan, 2025 09:17:05 PM	29 Jan, 2025 07:48:56 PM	0:04:34		Internal
594149872551			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 09:06:27 PM	30 Jan, 2025 09:17:05 PM	29 Jan, 2025 07:48:56 PM	0:04:34		Internal
594149872551			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 09:06:27 PM	30 Jan, 2025 09:17:05 PM	29 Jan, 2025 07:48:56 PM	0:04:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149872551	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	30 Jan, 2025 09:06:27 PM	30 Jan, 2025 09:17:05 PM	29 Jan, 2025 07:48:56 PM	0:04:34		Internal
594149872551			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 09:06:27 PM	30 Jan, 2025 09:17:05 PM	29 Jan, 2025 07:48:56 PM	0:04:34		Internal
594149872551			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 09:06:27 PM	30 Jan, 2025 09:17:05 PM	29 Jan, 2025 07:48:56 PM	0:04:34		Internal
594149872551			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 09:06:27 PM	30 Jan, 2025 09:17:05 PM	29 Jan, 2025 07:48:56 PM	0:04:34		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
594150063799			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 09:21:26 PM	30 Jan, 2025 09:31:03 PM	30 Jan, 2025 09:08:57 PM	0:04:01		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
592161818740	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
592161818740			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jan, 2025 10:00:26 PM	31 Jan, 2025 02:26:00 AM	06 Jan, 2025 09:04:10 PM	0:03:32		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
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593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
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593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251301694	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251301694			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jan, 2025 09:01:13 PM	31 Jan, 2025 03:14:13 AM	16 Jan, 2025 05:45:51 PM	0:06:58		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
593251445414			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jan, 2025 09:01:29 PM	31 Jan, 2025 03:29:14 AM	17 Jan, 2025 04:19:17 PM	0:05:46		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
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594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149675652	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149675652			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 04:24:39 AM	28 Jan, 2025 05:52:36 PM	0:04:16		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
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594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
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594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149903724			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 05:02:04 PM	31 Jan, 2025 12:39:52 PM	29 Jan, 2025 09:20:55 PM	0:07:46		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
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594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
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594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
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594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149795164			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 01:01:53 PM	31 Jan, 2025 02:29:06 PM	29 Jan, 2025 03:14:18 PM	0:02:49		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149984131			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jan, 2025 02:20:41 PM	31 Jan, 2025 02:34:38 PM	30 Jan, 2025 03:51:58 PM	0:08:17		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
594149770911			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 06:01:43 PM	31 Jan, 2025 02:38:13 PM	29 Jan, 2025 01:10:14 PM	0:02:42		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
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593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593250838214			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jan, 2025 09:01:01 AM	31 Jan, 2025 02:51:53 PM	14 Jan, 2025 02:15:46 PM	0:02:06		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
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593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
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593251142581	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
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593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
593251142581			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jan, 2025 01:01:28 AM	31 Jan, 2025 02:56:15 PM	15 Jan, 2025 06:05:11 PM	0:03:21		Internal
594149916805			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jan, 2025 01:01:44 AM	31 Jan, 2025 02:57:54 PM	29 Jan, 2025 10:21:32 PM	0:03:40		Internal
594149916805			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jan, 2025 01:01:44 AM	31 Jan, 2025 02:57:54 PM	29 Jan, 2025 10:21:32 PM	0:03:40		Internal
594149916805			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jan, 2025 01:01:44 AM	31 Jan, 2025 02:57:54 PM	29 Jan, 2025 10:21:32 PM	0:03:40		Internal
594149916805			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jan, 2025 01:01:44 AM	31 Jan, 2025 02:57:54 PM	29 Jan, 2025 10:21:32 PM	0:03:40		Internal
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594149916805			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jan, 2025 01:01:44 AM	31 Jan, 2025 02:57:54 PM	29 Jan, 2025 10:21:32 PM	0:03:40		Internal
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594149916805			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jan, 2025 01:01:44 AM	31 Jan, 2025 02:57:54 PM	29 Jan, 2025 10:21:32 PM	0:03:40		Internal
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594149916805			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jan, 2025 01:01:44 AM	31 Jan, 2025 02:57:54 PM	29 Jan, 2025 10:21:32 PM	0:03:40		Internal
594149916805			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jan, 2025 01:01:44 AM	31 Jan, 2025 02:57:54 PM	29 Jan, 2025 10:21:32 PM	0:03:40		Internal
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593250677794			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jan, 2025 05:01:02 PM	31 Jan, 2025 03:06:19 PM	13 Jan, 2025 04:21:01 PM	0:08:37		Internal
593250677794			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jan, 2025 05:01:02 PM	31 Jan, 2025 03:06:19 PM	13 Jan, 2025 04:21:01 PM	0:08:37		Internal
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593250677794			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jan, 2025 05:01:02 PM	31 Jan, 2025 03:06:19 PM	13 Jan, 2025 04:21:01 PM	0:08:37		Internal
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593250677794			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jan, 2025 05:01:02 PM	31 Jan, 2025 03:06:19 PM	13 Jan, 2025 04:21:01 PM	0:08:37		Internal
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593250677794			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jan, 2025 05:01:02 PM	31 Jan, 2025 03:06:19 PM	13 Jan, 2025 04:21:01 PM	0:08:37		Internal
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593250677794			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jan, 2025 05:01:02 PM	31 Jan, 2025 03:06:19 PM	13 Jan, 2025 04:21:01 PM	0:08:37		Internal
593250677794			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jan, 2025 05:01:02 PM	31 Jan, 2025 03:06:19 PM	13 Jan, 2025 04:21:01 PM	0:08:37		Internal
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593250677794			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jan, 2025 05:01:02 PM	31 Jan, 2025 03:06:19 PM	13 Jan, 2025 04:21:01 PM	0:08:37		Internal

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593250677794	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	13 Jan, 2025 05:01:02 PM	31 Jan, 2025 03:06:19 PM	13 Jan, 2025 04:21:01 PM	0:08:37		Internal
593250677794			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jan, 2025 05:01:02 PM	31 Jan, 2025 03:06:19 PM	13 Jan, 2025 04:21:01 PM	0:08:37		Internal
593252463593			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 04:01:33 AM	31 Jan, 2025 03:11:14 PM	27 Jan, 2025 05:01:02 PM	0:02:29		Internal
593252463593			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 04:01:33 AM	31 Jan, 2025 03:11:14 PM	27 Jan, 2025 05:01:02 PM	0:02:29		Internal
593252463593			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 04:01:33 AM	31 Jan, 2025 03:11:14 PM	27 Jan, 2025 05:01:02 PM	0:02:29		Internal
593252463593			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 04:01:33 AM	31 Jan, 2025 03:11:14 PM	27 Jan, 2025 05:01:02 PM	0:02:29		Internal
593252463593			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 04:01:33 AM	31 Jan, 2025 03:11:14 PM	27 Jan, 2025 05:01:02 PM	0:02:29		Internal
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593252463593			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 04:01:33 AM	31 Jan, 2025 03:11:14 PM	27 Jan, 2025 05:01:02 PM	0:02:29		Internal
593252463593			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 04:01:33 AM	31 Jan, 2025 03:11:14 PM	27 Jan, 2025 05:01:02 PM	0:02:29		Internal
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593252463593			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jan, 2025 04:01:33 AM	31 Jan, 2025 03:11:14 PM	27 Jan, 2025 05:01:02 PM	0:02:29		Internal
593252463593			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jan, 2025 04:01:33 AM	31 Jan, 2025 03:11:14 PM	27 Jan, 2025 05:01:02 PM	0:02:29		Internal
593252463593			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 04:01:33 AM	31 Jan, 2025 03:11:14 PM	27 Jan, 2025 05:01:02 PM	0:02:29		Internal
593252463593			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 04:01:33 AM	31 Jan, 2025 03:11:14 PM	27 Jan, 2025 05:01:02 PM	0:02:29		Internal
593252463593			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 04:01:33 AM	31 Jan, 2025 03:11:14 PM	27 Jan, 2025 05:01:02 PM	0:02:29		Internal
593252463593			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 04:01:33 AM	31 Jan, 2025 03:11:14 PM	27 Jan, 2025 05:01:02 PM	0:02:29		Internal
593252463593			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 04:01:33 AM	31 Jan, 2025 03:11:14 PM	27 Jan, 2025 05:01:02 PM	0:02:29		Internal
593252463593			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 04:01:33 AM	31 Jan, 2025 03:11:14 PM	27 Jan, 2025 05:01:02 PM	0:02:29		Internal
593252463593			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 04:01:33 AM	31 Jan, 2025 03:11:14 PM	27 Jan, 2025 05:01:02 PM	0:02:29		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149894785	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149894785			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jan, 2025 03:30:45 PM	31 Jan, 2025 03:43:18 PM	29 Jan, 2025 08:47:53 PM	0:08:50		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149608521			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 10:01:30 AM	31 Jan, 2025 04:11:21 PM	28 Jan, 2025 02:33:31 PM	0:08:02		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149804369	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594149804369			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jan, 2025 04:02:40 PM	31 Jan, 2025 04:20:34 PM	29 Jan, 2025 03:55:37 PM	0:08:53		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150044333	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above				31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150044333			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jan, 2025 01:01:38 PM	31 Jan, 2025 04:27:21 PM	30 Jan, 2025 07:51:37 PM	0:02:16		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150065802			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jan, 2025 03:35:06 PM	31 Jan, 2025 04:36:23 PM	30 Jan, 2025 09:03:52 PM	0:08:58		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
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594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150088853	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
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594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
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594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
594150088853			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jan, 2025 07:15:03 PM	31 Jan, 2025 07:24:27 PM	30 Jan, 2025 10:38:15 PM	0:08:04		Internal
593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
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593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
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593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
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593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
593252195999			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jan, 2025 02:31:30 PM	31 Jan, 2025 07:37:58 PM	24 Jan, 2025 01:36:39 PM	0:02:04		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150140815	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150140815			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jan, 2025 07:34:12 PM	31 Jan, 2025 07:41:40 PM	31 Jan, 2025 03:24:35 PM	0:06:44		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150199330	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
594150199330			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jan, 2025 08:21:35 PM	31 Jan, 2025 08:28:10 PM	31 Jan, 2025 06:18:43 PM	0:07:53		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252407732		_S	CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732		_S	CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
593252407732		_S	CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jan, 2025 01:32:00 PM	31 Jan, 2025 09:50:38 PM	27 Jan, 2025 01:17:29 PM	0:02:44		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
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594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
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594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594149866406			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jan, 2025 09:01:26 AM	31 Jan, 2025 09:58:52 PM	29 Jan, 2025 07:28:07 PM	0:04:52		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
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594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150029072	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594150029072			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jan, 2025 09:01:29 AM	31 Jan, 2025 10:08:22 PM	30 Jan, 2025 06:39:33 PM	0:03:39		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
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594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
594149603519			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 02:01:36 AM	31 Jan, 2025 10:18:53 PM	28 Jan, 2025 01:49:52 PM	0:04:13		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
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593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
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593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
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593252379941	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
593252379941			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jan, 2025 10:31:44 AM	31 Jan, 2025 10:25:25 PM	26 Jan, 2025 10:10:29 AM	0:05:57		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
592161846556			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jan, 2025 09:00:29 AM	31 Jan, 2025 11:22:30 PM	06 Jan, 2025 10:31:27 PM	0:04:54		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593251673997			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:23 PM	31 Jan, 2025 11:36:35 PM	21 Jan, 2025 01:46:45 PM	0:07:05		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252408316	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
593252408316			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jan, 2025 01:32:01 PM	31 Jan, 2025 11:39:30 PM	27 Jan, 2025 01:21:42 PM	0:05:07		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
594150132906			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jan, 2025 11:39:42 PM	01 Feb, 2025 12:02:08 AM	31 Jan, 2025 02:54:18 PM	0:04:28		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251690824	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
593251690824			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:04:47 AM	21 Jan, 2025 02:50:07 PM	0:05:11		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
594149630525			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 06:01:28 AM	01 Feb, 2025 12:17:29 AM	28 Jan, 2025 03:30:59 PM	0:05:05		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251689590	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593251689590			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:24 PM	01 Feb, 2025 12:19:20 AM	21 Jan, 2025 02:47:56 PM	0:05:31		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252409052	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593252409052			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jan, 2025 01:31:59 PM	01 Feb, 2025 12:36:18 AM	27 Jan, 2025 01:23:41 PM	0:06:02		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
593251668121			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 09:01:23 AM	01 Feb, 2025 12:37:06 AM	21 Jan, 2025 01:17:34 PM	0:05:25		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
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592161976248	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
592161976248			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jan, 2025 10:00:30 AM	01 Feb, 2025 01:17:32 AM	07 Jan, 2025 07:00:07 PM	0:09:24		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149890041			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jan, 2025 09:01:53 AM	01 Feb, 2025 01:18:06 AM	29 Jan, 2025 09:03:32 PM	0:06:47		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594149893062	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
594149893062			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jan, 2025 09:01:29 AM	01 Feb, 2025 01:31:49 AM	29 Jan, 2025 08:53:10 PM	0:07:23		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593252509121			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Feb, 2025 01:29:17 AM	01 Feb, 2025 01:37:28 AM	27 Jan, 2025 07:35:32 PM	0:05:34		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593251958471	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593251958471			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jan, 2025 08:01:01 AM	01 Feb, 2025 01:47:27 AM	22 Jan, 2025 07:24:34 PM	0:06:22		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593252545988			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Feb, 2025 01:39:23 AM	01 Feb, 2025 01:52:45 AM	27 Jan, 2025 09:27:19 PM	0:05:10		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593251686617			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jan, 2025 03:31:22 PM	01 Feb, 2025 02:24:07 AM	21 Jan, 2025 02:45:32 PM	0:08:13		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252048823	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593252048823			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jan, 2025 10:31:17 AM	01 Feb, 2025 02:37:33 AM	23 Jan, 2025 02:31:04 PM	0:02:12		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593250925299	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250925299			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 03:31:08 AM	01 Feb, 2025 03:02:44 AM	14 Jan, 2025 07:11:17 PM	0:04:42		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
593250678434			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jan, 2025 03:31:02 PM	01 Feb, 2025 03:19:02 AM	13 Jan, 2025 04:16:05 PM	0:09:21		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594150110518			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jan, 2025 09:01:44 PM	01 Feb, 2025 03:43:30 AM	31 Jan, 2025 01:07:02 PM	0:04:41		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal

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594149575040	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
594149575040			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jan, 2025 06:01:40 PM	01 Feb, 2025 03:57:14 AM	27 Jan, 2025 10:59:49 PM	0:04:42		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
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593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
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593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
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593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
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593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
593252404043			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jan, 2025 01:31:55 PM	01 Feb, 2025 04:55:57 AM	27 Jan, 2025 12:11:15 PM	0:07:51		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal

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594150087698	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150087698			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 02:24:43 PM	03 Feb, 2025 02:30:35 PM	30 Jan, 2025 10:13:25 PM	0:03:40		Internal
594150007847			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 03:12:09 PM	03 Feb, 2025 03:16:24 PM	30 Jan, 2025 05:37:21 PM	0:03:13		Internal
594150007847			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 03:12:09 PM	03 Feb, 2025 03:16:24 PM	30 Jan, 2025 05:37:21 PM	0:03:13		Internal
594150007847			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 03:12:09 PM	03 Feb, 2025 03:16:24 PM	30 Jan, 2025 05:37:21 PM	0:03:13		Internal
594150007847			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 03:12:09 PM	03 Feb, 2025 03:16:24 PM	30 Jan, 2025 05:37:21 PM	0:03:13		Internal
594150007847			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 03:12:09 PM	03 Feb, 2025 03:16:24 PM	30 Jan, 2025 05:37:21 PM	0:03:13		Internal
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594150007847			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 03:12:09 PM	03 Feb, 2025 03:16:24 PM	30 Jan, 2025 05:37:21 PM	0:03:13		Internal
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594150007847			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 03:12:09 PM	03 Feb, 2025 03:16:24 PM	30 Jan, 2025 05:37:21 PM	0:03:13		Internal
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594150007847			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 03:12:09 PM	03 Feb, 2025 03:16:24 PM	30 Jan, 2025 05:37:21 PM	0:03:13		Internal
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594150007847			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 03:12:09 PM	03 Feb, 2025 03:16:24 PM	30 Jan, 2025 05:37:21 PM	0:03:13		Internal
594150007847			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 03:12:09 PM	03 Feb, 2025 03:16:24 PM	30 Jan, 2025 05:37:21 PM	0:03:13		Internal
594150007847			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 03:12:09 PM	03 Feb, 2025 03:16:24 PM	30 Jan, 2025 05:37:21 PM	0:03:13		Internal
594150007847			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 03:12:09 PM	03 Feb, 2025 03:16:24 PM	30 Jan, 2025 05:37:21 PM	0:03:13		Internal
594150007847			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 03:12:09 PM	03 Feb, 2025 03:16:24 PM	30 Jan, 2025 05:37:21 PM	0:03:13		Internal
594150007847			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 03:12:09 PM	03 Feb, 2025 03:16:24 PM	30 Jan, 2025 05:37:21 PM	0:03:13		Internal
594150007847			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 03:12:09 PM	03 Feb, 2025 03:16:24 PM	30 Jan, 2025 05:37:21 PM	0:03:13		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150379300			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:18:49 PM	03 Feb, 2025 01:20:03 PM	0:04:51		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
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594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
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594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
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594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150320759	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150320759			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Feb, 2025 07:31:18 PM	03 Feb, 2025 03:21:32 PM	01 Feb, 2025 06:39:27 PM	0:02:16		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
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594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
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594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150377927			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 03:38:43 PM	03 Feb, 2025 01:25:33 PM	0:03:13		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
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594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150390862	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
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594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594150390862			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 03:30:10 PM	03 Feb, 2025 04:07:16 PM	03 Feb, 2025 02:19:27 PM	0:05:40		Internal
594149933814			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal
594149933814			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal
594149933814			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal
594149933814			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal
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594149933814			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal
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594149933814			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal
594149933814			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal
594149933814			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal
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594149933814			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal
594149933814			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal
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594149933814			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal
594149933814			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal

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594149933814	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal
594149933814			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal
594149933814			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal
594149933814			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal
594149933814			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal
594149933814			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 04:35:14 PM	03 Feb, 2025 04:39:08 PM	30 Jan, 2025 02:16:31 AM	0:03:31		Internal
594150380267			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 04:11:15 PM	03 Feb, 2025 04:49:17 PM	03 Feb, 2025 01:39:27 PM	0:04:30		Internal
594150380267			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 04:11:15 PM	03 Feb, 2025 04:49:17 PM	03 Feb, 2025 01:39:27 PM	0:04:30		Internal
594150380267			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 04:11:15 PM	03 Feb, 2025 04:49:17 PM	03 Feb, 2025 01:39:27 PM	0:04:30		Internal
594150380267			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 04:11:15 PM	03 Feb, 2025 04:49:17 PM	03 Feb, 2025 01:39:27 PM	0:04:30		Internal
594150380267			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 04:11:15 PM	03 Feb, 2025 04:49:17 PM	03 Feb, 2025 01:39:27 PM	0:04:30		Internal
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594150380267			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 04:11:15 PM	03 Feb, 2025 04:49:17 PM	03 Feb, 2025 01:39:27 PM	0:04:30		Internal
594150380267			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 04:11:15 PM	03 Feb, 2025 04:49:17 PM	03 Feb, 2025 01:39:27 PM	0:04:30		Internal
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594150380267			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 04:11:15 PM	03 Feb, 2025 04:49:17 PM	03 Feb, 2025 01:39:27 PM	0:04:30		Internal
594150380267			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 04:11:15 PM	03 Feb, 2025 04:49:17 PM	03 Feb, 2025 01:39:27 PM	0:04:30		Internal
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594150380267			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 04:11:15 PM	03 Feb, 2025 04:49:17 PM	03 Feb, 2025 01:39:27 PM	0:04:30		Internal
594150380267			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 04:11:15 PM	03 Feb, 2025 04:49:17 PM	03 Feb, 2025 01:39:27 PM	0:04:30		Internal
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594150380267			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 04:11:15 PM	03 Feb, 2025 04:49:17 PM	03 Feb, 2025 01:39:27 PM	0:04:30		Internal
594150380267			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 04:11:15 PM	03 Feb, 2025 04:49:17 PM	03 Feb, 2025 01:39:27 PM	0:04:30		Internal
594150380267			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 04:11:15 PM	03 Feb, 2025 04:49:17 PM	03 Feb, 2025 01:39:27 PM	0:04:30		Internal
594150380267			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 04:11:15 PM	03 Feb, 2025 04:49:17 PM	03 Feb, 2025 01:39:27 PM	0:04:30		Internal
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594150380267			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 04:11:15 PM	03 Feb, 2025 04:49:17 PM	03 Feb, 2025 01:39:27 PM	0:04:30		Internal
594150380267			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 04:11:15 PM	03 Feb, 2025 04:49:17 PM	03 Feb, 2025 01:39:27 PM	0:04:30		Internal
594150003227			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 05:01:39 PM	03 Feb, 2025 05:13:53 PM	30 Jan, 2025 04:56:50 PM	0:03:46		Internal
594150003227			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 05:01:39 PM	03 Feb, 2025 05:13:53 PM	30 Jan, 2025 04:56:50 PM	0:03:46		Internal
594150003227			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 05:01:39 PM	03 Feb, 2025 05:13:53 PM	30 Jan, 2025 04:56:50 PM	0:03:46		Internal
594150003227			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 05:01:39 PM	03 Feb, 2025 05:13:53 PM	30 Jan, 2025 04:56:50 PM	0:03:46		Internal
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594150003227			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 05:01:39 PM	03 Feb, 2025 05:13:53 PM	30 Jan, 2025 04:56:50 PM	0:03:46		Internal
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594150003227			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 05:01:39 PM	03 Feb, 2025 05:13:53 PM	30 Jan, 2025 04:56:50 PM	0:03:46		Internal
594150003227			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 05:01:39 PM	03 Feb, 2025 05:13:53 PM	30 Jan, 2025 04:56:50 PM	0:03:46		Internal
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594150003227			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 05:01:39 PM	03 Feb, 2025 05:13:53 PM	30 Jan, 2025 04:56:50 PM	0:03:46		Internal
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594150003227			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 05:01:39 PM	03 Feb, 2025 05:13:53 PM	30 Jan, 2025 04:56:50 PM	0:03:46		Internal
594150003227			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 05:01:39 PM	03 Feb, 2025 05:13:53 PM	30 Jan, 2025 04:56:50 PM	0:03:46		Internal
594150003227			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 05:01:39 PM	03 Feb, 2025 05:13:53 PM	30 Jan, 2025 04:56:50 PM	0:03:46		Internal
594150003227			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 05:01:39 PM	03 Feb, 2025 05:13:53 PM	30 Jan, 2025 04:56:50 PM	0:03:46		Internal
594150003227			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 05:01:39 PM	03 Feb, 2025 05:13:53 PM	30 Jan, 2025 04:56:50 PM	0:03:46		Internal
594150003227			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 05:01:39 PM	03 Feb, 2025 05:13:53 PM	30 Jan, 2025 04:56:50 PM	0:03:46		Internal
594150003227			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 05:01:39 PM	03 Feb, 2025 05:13:53 PM	30 Jan, 2025 04:56:50 PM	0:03:46		Internal
594150003227			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 05:01:39 PM	03 Feb, 2025 05:13:53 PM	30 Jan, 2025 04:56:50 PM	0:03:46		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150150712	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150150712			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jan, 2025 05:01:41 PM	03 Feb, 2025 05:23:26 PM	31 Jan, 2025 03:57:13 PM	0:03:49		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150206831			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 05:32:38 PM	03 Feb, 2025 05:40:58 PM	31 Jan, 2025 07:11:04 PM	0:03:23		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150378963	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150378963			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 06:37:26 PM	03 Feb, 2025 01:18:33 PM	0:02:31		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150324957			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 07:13:15 PM	03 Feb, 2025 07:19:05 PM	01 Feb, 2025 07:56:28 PM	0:02:28		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
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594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150374851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 01:30:47 PM	03 Feb, 2025 07:24:51 PM	03 Feb, 2025 01:07:34 PM	0:05:55		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
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594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150377065	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150377065			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 01:30:43 PM	03 Feb, 2025 08:12:50 PM	03 Feb, 2025 01:16:54 PM	0:07:21		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150465899			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 08:28:37 PM	03 Feb, 2025 08:37:30 PM	03 Feb, 2025 06:15:03 PM	0:04:54		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150374929			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 01:30:40 PM	03 Feb, 2025 08:49:39 PM	03 Feb, 2025 01:02:59 PM	0:02:40		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150435242			CTE_Res_Billing		Westwood - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 08:43:30 PM	03 Feb, 2025 09:07:29 PM	03 Feb, 2025 04:42:35 PM	0:05:47		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150440454			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 06:55:43 PM	03 Feb, 2025 09:12:47 PM	03 Feb, 2025 05:21:08 PM	0:05:13		Internal
594150493139			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 09:08:17 PM	03 Feb, 2025 09:29:29 PM	03 Feb, 2025 07:46:31 PM	0:03:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150493139			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 09:08:17 PM	03 Feb, 2025 09:29:29 PM	03 Feb, 2025 07:46:31 PM	0:03:40		Internal
594150493139			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 09:08:17 PM	03 Feb, 2025 09:29:29 PM	03 Feb, 2025 07:46:31 PM	0:03:40		Internal
594150493139			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 09:08:17 PM	03 Feb, 2025 09:29:29 PM	03 Feb, 2025 07:46:31 PM	0:03:40		Internal
594150493139			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 09:08:17 PM	03 Feb, 2025 09:29:29 PM	03 Feb, 2025 07:46:31 PM	0:03:40		Internal
594150493139			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 09:08:17 PM	03 Feb, 2025 09:29:29 PM	03 Feb, 2025 07:46:31 PM	0:03:40		Internal
594150493139			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 09:08:17 PM	03 Feb, 2025 09:29:29 PM	03 Feb, 2025 07:46:31 PM	0:03:40		Internal
594150493139			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 09:08:17 PM	03 Feb, 2025 09:29:29 PM	03 Feb, 2025 07:46:31 PM	0:03:40		Internal
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594150493139			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 09:08:17 PM	03 Feb, 2025 09:29:29 PM	03 Feb, 2025 07:46:31 PM	0:03:40		Internal
594150493139			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 09:08:17 PM	03 Feb, 2025 09:29:29 PM	03 Feb, 2025 07:46:31 PM	0:03:40		Internal
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594150493139			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 09:08:17 PM	03 Feb, 2025 09:29:29 PM	03 Feb, 2025 07:46:31 PM	0:03:40		Internal
594150493139			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 09:08:17 PM	03 Feb, 2025 09:29:29 PM	03 Feb, 2025 07:46:31 PM	0:03:40		Internal
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594150493139			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 09:08:17 PM	03 Feb, 2025 09:29:29 PM	03 Feb, 2025 07:46:31 PM	0:03:40		Internal
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594150493139			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 09:08:17 PM	03 Feb, 2025 09:29:29 PM	03 Feb, 2025 07:46:31 PM	0:03:40		Internal
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594150493139			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 09:08:17 PM	03 Feb, 2025 09:29:29 PM	03 Feb, 2025 07:46:31 PM	0:03:40		Internal
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594150420768			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 09:30:58 PM	03 Feb, 2025 09:56:09 PM	03 Feb, 2025 03:57:02 PM	0:03:50		Internal
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594150420768			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 09:30:58 PM	03 Feb, 2025 09:56:09 PM	03 Feb, 2025 03:57:02 PM	0:03:50		Internal
594150420768			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 09:30:58 PM	03 Feb, 2025 09:56:09 PM	03 Feb, 2025 03:57:02 PM	0:03:50		Internal
594150420768			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 09:30:58 PM	03 Feb, 2025 09:56:09 PM	03 Feb, 2025 03:57:02 PM	0:03:50		Internal
594150420768			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 09:30:58 PM	03 Feb, 2025 09:56:09 PM	03 Feb, 2025 03:57:02 PM	0:03:50		Internal
594150420768			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 09:30:58 PM	03 Feb, 2025 09:56:09 PM	03 Feb, 2025 03:57:02 PM	0:03:50		Internal
594150420768			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 09:30:58 PM	03 Feb, 2025 09:56:09 PM	03 Feb, 2025 03:57:02 PM	0:03:50		Internal
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594150420768			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 09:30:58 PM	03 Feb, 2025 09:56:09 PM	03 Feb, 2025 03:57:02 PM	0:03:50		Internal
594150420768			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 09:30:58 PM	03 Feb, 2025 09:56:09 PM	03 Feb, 2025 03:57:02 PM	0:03:50		Internal
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594150420768			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 09:30:58 PM	03 Feb, 2025 09:56:09 PM	03 Feb, 2025 03:57:02 PM	0:03:50		Internal
594150420768			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 09:30:58 PM	03 Feb, 2025 09:56:09 PM	03 Feb, 2025 03:57:02 PM	0:03:50		Internal
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594150420768			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 09:30:58 PM	03 Feb, 2025 09:56:09 PM	03 Feb, 2025 03:57:02 PM	0:03:50		Internal
594150420768			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 09:30:58 PM	03 Feb, 2025 09:56:09 PM	03 Feb, 2025 03:57:02 PM	0:03:50		Internal
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594150420768			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 09:30:58 PM	03 Feb, 2025 09:56:09 PM	03 Feb, 2025 03:57:02 PM	0:03:50		Internal
594150420768			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 09:30:58 PM	03 Feb, 2025 09:56:09 PM	03 Feb, 2025 03:57:02 PM	0:03:50		Internal
594150376770			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 10:12:42 PM	03 Feb, 2025 01:09:05 PM	0:03:16		Internal
594150376770			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 10:12:42 PM	03 Feb, 2025 01:09:05 PM	0:03:16		Internal
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594150376770			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 10:12:42 PM	03 Feb, 2025 01:09:05 PM	0:03:16		Internal
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594150376770	[redacted]	[redacted]	CTE_Bus_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	03 Feb, 2025 01:30:42 PM	03 Feb, 2025 10:12:42 PM	03 Feb, 2025 01:09:05 PM	0:03:16		Internal
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594150376770			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 10:12:42 PM	03 Feb, 2025 01:09:05 PM	0:03:16		Internal
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594150376770			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 01:30:42 PM	03 Feb, 2025 10:12:42 PM	03 Feb, 2025 01:09:05 PM	0:03:16		Internal
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594150126295			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jan, 2025 05:01:45 PM	03 Feb, 2025 10:19:00 PM	31 Jan, 2025 02:33:44 PM	0:02:09		Internal
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594150126295			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jan, 2025 05:01:45 PM	03 Feb, 2025 10:19:00 PM	31 Jan, 2025 02:33:44 PM	0:02:09		Internal
594150126295			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jan, 2025 05:01:45 PM	03 Feb, 2025 10:19:00 PM	31 Jan, 2025 02:33:44 PM	0:02:09		Internal
594150126295			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jan, 2025 05:01:45 PM	03 Feb, 2025 10:19:00 PM	31 Jan, 2025 02:33:44 PM	0:02:09		Internal
594150126295			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jan, 2025 05:01:45 PM	03 Feb, 2025 10:19:00 PM	31 Jan, 2025 02:33:44 PM	0:02:09		Internal
594150126295			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jan, 2025 05:01:45 PM	03 Feb, 2025 10:19:00 PM	31 Jan, 2025 02:33:44 PM	0:02:09		Internal
594150126295			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jan, 2025 05:01:45 PM	03 Feb, 2025 10:19:00 PM	31 Jan, 2025 02:33:44 PM	0:02:09		Internal
594150126295			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jan, 2025 05:01:45 PM	03 Feb, 2025 10:19:00 PM	31 Jan, 2025 02:33:44 PM	0:02:09		Internal
594150126295			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jan, 2025 05:01:45 PM	03 Feb, 2025 10:19:00 PM	31 Jan, 2025 02:33:44 PM	0:02:09		Internal
594150126295			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jan, 2025 05:01:45 PM	03 Feb, 2025 10:19:00 PM	31 Jan, 2025 02:33:44 PM	0:02:09		Internal
594150126295			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jan, 2025 05:01:45 PM	03 Feb, 2025 10:19:00 PM	31 Jan, 2025 02:33:44 PM	0:02:09		Internal
594150126295			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jan, 2025 05:01:45 PM	03 Feb, 2025 10:19:00 PM	31 Jan, 2025 02:33:44 PM	0:02:09		Internal
594150126295			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jan, 2025 05:01:45 PM	03 Feb, 2025 10:19:00 PM	31 Jan, 2025 02:33:44 PM	0:02:09		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150408034	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Westwood - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
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594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150408034			CTE_Res_Billing		Westwood - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 10:04:08 PM	03 Feb, 2025 10:20:44 PM	03 Feb, 2025 03:20:04 PM	0:05:45		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 02:08:36 PM	04 Feb, 2025 02:45:08 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 02:08:36 PM	04 Feb, 2025 02:45:08 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 02:08:36 PM	04 Feb, 2025 02:45:08 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
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594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 02:08:36 PM	04 Feb, 2025 02:45:08 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 02:08:36 PM	04 Feb, 2025 02:45:08 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
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594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 02:08:36 PM	04 Feb, 2025 02:45:08 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 02:08:36 PM	04 Feb, 2025 02:45:08 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
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594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 02:08:36 PM	04 Feb, 2025 02:45:08 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 02:08:36 PM	04 Feb, 2025 02:45:08 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 02:08:36 PM	04 Feb, 2025 02:45:08 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150261082			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 03:27:43 PM	04 Feb, 2025 03:01:49 PM	31 Jan, 2025 09:58:03 PM	0:02:58		Internal
594150261082			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 03:27:43 PM	04 Feb, 2025 03:01:49 PM	31 Jan, 2025 09:58:03 PM	0:02:58		Internal
594150261082			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 03:27:43 PM	04 Feb, 2025 03:01:49 PM	31 Jan, 2025 09:58:03 PM	0:02:58		Internal
594150261082			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 03:27:43 PM	04 Feb, 2025 03:01:49 PM	31 Jan, 2025 09:58:03 PM	0:02:58		Internal
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594150261082			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 03:27:43 PM	04 Feb, 2025 03:01:49 PM	31 Jan, 2025 09:58:03 PM	0:02:58		Internal
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594150261082			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 03:27:43 PM	04 Feb, 2025 03:01:49 PM	31 Jan, 2025 09:58:03 PM	0:02:58		Internal
594150261082			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 03:27:43 PM	04 Feb, 2025 03:01:49 PM	31 Jan, 2025 09:58:03 PM	0:02:58		Internal
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594150261082			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 03:27:43 PM	04 Feb, 2025 03:01:49 PM	31 Jan, 2025 09:58:03 PM	0:02:58		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150427069	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150427069			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 09:30:58 PM	04 Feb, 2025 03:29:59 PM	03 Feb, 2025 04:16:25 PM	0:02:49		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
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594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
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594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
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594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
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594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150435805			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 07:04:57 PM	04 Feb, 2025 03:41:27 PM	03 Feb, 2025 04:45:36 PM	0:03:41		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
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594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
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594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
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594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150596661	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150596661			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 03:46:23 PM	04 Feb, 2025 04:01:35 PM	04 Feb, 2025 01:31:26 PM	0:05:52		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
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594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
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594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150565035			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 11:30:34 AM	04 Feb, 2025 04:40:03 PM	03 Feb, 2025 10:45:01 PM	0:02:03		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150626104	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150626104			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 03:30:45 PM	04 Feb, 2025 04:44:59 PM	04 Feb, 2025 03:20:29 PM	0:02:24		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150570846			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 03:30:34 AM	04 Feb, 2025 04:50:23 PM	03 Feb, 2025 10:56:05 PM	0:04:25		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150595694	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
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594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
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594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150595694			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 03:49:26 PM	04 Feb, 2025 05:14:42 PM	04 Feb, 2025 01:33:11 PM	0:05:52		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
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594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150609640	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150609640			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 05:45:17 PM	04 Feb, 2025 06:09:42 PM	04 Feb, 2025 02:21:03 PM	0:04:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150501472			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 09:30:57 PM	04 Feb, 2025 07:26:07 PM	03 Feb, 2025 07:51:31 PM	0:08:22		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
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594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
594150673106			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 06:47:00 PM	04 Feb, 2025 08:03:34 PM	04 Feb, 2025 05:34:50 PM	0:04:34		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
593251872456			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jan, 2025 08:30:22 PM	04 Feb, 2025 08:33:39 PM	22 Jan, 2025 02:12:10 PM	0:04:13		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150482962	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Westwood - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150482962			CTE_Res_Moving		Westwood - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 11:03:19 PM	04 Feb, 2025 11:09:42 PM	03 Feb, 2025 06:56:25 PM	0:05:35		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
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594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
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594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
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594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
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594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textare		05 Feb, 2025 12:40:31 PM	05 Feb, 2025 01:30:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal

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594150404574	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
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594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
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594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
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594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
594150404574			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 03:30:49 PM	05 Feb, 2025 02:19:50 PM	03 Feb, 2025 03:16:58 PM	0:05:01		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
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594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150728612			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 03:01:27 PM	05 Feb, 2025 03:42:29 PM	04 Feb, 2025 08:14:33 PM	0:04:05		Internal
594150704416			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150704416		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
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594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150704416		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 02:31:00 PM	05 Feb, 2025 04:29:20 PM	04 Feb, 2025 07:07:19 PM	0:06:49		Internal
594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
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594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
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594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
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594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
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594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
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594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
594150449010		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 05:08:19 PM	05 Feb, 2025 05:48:22 PM	03 Feb, 2025 05:15:33 PM	0:03:00		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150839517		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 05:03:12 PM	05 Feb, 2025 05:52:45 PM	05 Feb, 2025 04:46:23 PM	0:02:25		Internal
594150758970		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
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594150758970		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150758970	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150758970			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 06:39:07 PM	05 Feb, 2025 06:57:21 PM	04 Feb, 2025 09:52:35 PM	0:02:43		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
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594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150757397			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 07:32:35 PM	05 Feb, 2025 07:45:03 PM	04 Feb, 2025 09:50:01 PM	0:02:50		Internal
594150752285			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150752285	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
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594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
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594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
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594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150752285		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 08:02:20 PM	05 Feb, 2025 08:33:12 PM	04 Feb, 2025 09:36:14 PM	0:03:50		Internal
594150834974		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150834974	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150834974			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 08:30:53 PM	05 Feb, 2025 10:21:06 PM	05 Feb, 2025 03:42:25 PM	0:03:45		Internal
594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
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594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
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594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
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594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
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594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
594150776575			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 04:30:43 AM	05 Feb, 2025 10:34:58 PM	04 Feb, 2025 11:03:13 PM	0:06:22		Internal
594150757415			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150757415			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150757415			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150757415			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150757415			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
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594150757415			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150757415			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150757415			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
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Master Contact	[redacted]	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question Type	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150757415		CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150757415		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150757415		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150757415		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150757415		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150757415		CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
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594150757415		CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150757415		CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150757415		CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150757415		CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150757415		CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150757415		CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150757415		CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 05:01:05 AM	06 Feb, 2025 12:17:03 PM	04 Feb, 2025 09:49:04 PM	0:07:35		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
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594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150768297		CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 12:43:45 PM	04 Feb, 2025 10:26:08 PM	0:09:37		Internal
594150564509		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150564509	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
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594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
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594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
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594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain				05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150564509			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 04:30:51 PM	06 Feb, 2025 01:16:44 PM	03 Feb, 2025 10:44:41 PM	0:08:51		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
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594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
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594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
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594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150362596	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150362596			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	06 Feb, 2025 01:49:56 PM	06 Feb, 2025 01:55:38 PM	03 Feb, 2025 12:08:03 AM	0:03:44		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
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594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
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594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150820603			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	06 Feb, 2025 01:39:16 PM	06 Feb, 2025 02:03:32 PM	05 Feb, 2025 03:01:11 PM	0:09:43		Internal
594150414042			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
594150414042			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
594150414042			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
594150414042			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
594150414042			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
594150414042			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
594150414042			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
594150414042			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
5941504140 42	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941504140 42			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941504140 42			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941504140 42			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941504140 42			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941504140 42			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941504140 42			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941504140 42			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941504140 42			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941504140 42			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941504140 42			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941504140 42			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941504140 42			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941504140 42			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941504140 42			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941504140 42			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941504140 42			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941504140 42			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 03:17:02 PM	06 Feb, 2025 03:21:01 PM	03 Feb, 2025 03:36:14 PM	0:03:46		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Typ		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
5941507517 62	[redacted]		CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941507517 62			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 06:46:11 PM	06 Feb, 2025 07:23:11 PM	04 Feb, 2025 09:25:02 PM	0:05:41		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
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5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941509451 55			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 09:01:02 AM	06 Feb, 2025 07:28:46 PM	05 Feb, 2025 10:30:22 PM	0:03:33		Internal
5941506108 20			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
5941506108 20			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
5941506108 20			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
5941506108 20			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
5941506108 20			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
5941506108 20			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
5941506108 20			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
5941506108 20			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
5941506108 20			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
5941506108 20			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
5941506108 20			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
5941506108 20			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
5941506108 20			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
5941506108 20			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
5941506108 20			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150610820	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
594150610820			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
594150610820			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
594150610820			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
594150610820			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
594150610820			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
594150610820			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
594150610820			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
594150610820			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
594150610820			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
594150610820			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 07:36:43 PM	06 Feb, 2025 07:56:54 PM	04 Feb, 2025 02:27:53 PM	0:02:51		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
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594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
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594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150989772			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 08:13:10 PM	06 Feb, 2025 08:27:00 PM	06 Feb, 2025 02:45:07 PM	0:05:04		Internal
594150772507			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal

Master Contact	[redacted]	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
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594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
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594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
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594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150772507		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 09:01:03 AM	06 Feb, 2025 08:43:41 PM	04 Feb, 2025 10:39:50 PM	0:06:05		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150943976	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150943976			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 05:01:10 PM	07 Feb, 2025 01:30:39 PM	05 Feb, 2025 10:21:45 PM	0:06:11		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
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594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
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594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150572162			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Feb, 2025 01:42:13 PM	07 Feb, 2025 01:49:23 PM	03 Feb, 2025 11:00:34 PM	0:03:01		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
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594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150191584	[redacted]		CTE_Res_Default_Span	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
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594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150191584			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Feb, 2025 02:35:53 PM	07 Feb, 2025 03:02:46 PM	31 Jan, 2025 06:21:56 PM	0:03:07		Internal
594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
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594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
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594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
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594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
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594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
594150374944			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:10:32 PM	03 Feb, 2025 01:01:43 PM	0:08:55		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594150375692			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 01:30:42 PM	07 Feb, 2025 03:15:13 PM	03 Feb, 2025 01:09:25 PM	0:02:13		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594151110595			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Feb, 2025 03:00:52 AM	07 Feb, 2025 03:17:59 PM	06 Feb, 2025 10:23:16 PM	0:06:07		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150606882	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150606882			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Feb, 2025 04:36:21 PM	07 Feb, 2025 04:50:21 PM	04 Feb, 2025 02:11:21 PM	0:02:24		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150439908	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594150439908			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 07:30:51 PM	07 Feb, 2025 05:23:15 PM	03 Feb, 2025 04:51:33 PM	0:06:51		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
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594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594151089217			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Feb, 2025 01:43:53 PM	07 Feb, 2025 06:31:40 PM	06 Feb, 2025 08:57:51 PM	0:05:56		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150841456	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
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594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
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594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
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594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150841456			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Feb, 2025 07:48:12 PM	07 Feb, 2025 07:58:10 PM	05 Feb, 2025 04:05:29 PM	0:03:18		Internal
594150753381			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 05:01:14 PM	07 Feb, 2025 08:03:24 PM	04 Feb, 2025 09:41:21 PM	0:02:56		Internal
594150753381			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 05:01:14 PM	07 Feb, 2025 08:03:24 PM	04 Feb, 2025 09:41:21 PM	0:02:56		Internal
594150753381			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 05:01:14 PM	07 Feb, 2025 08:03:24 PM	04 Feb, 2025 09:41:21 PM	0:02:56		Internal
594150753381			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 05:01:14 PM	07 Feb, 2025 08:03:24 PM	04 Feb, 2025 09:41:21 PM	0:02:56		Internal
594150753381			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 05:01:14 PM	07 Feb, 2025 08:03:24 PM	04 Feb, 2025 09:41:21 PM	0:02:56		Internal
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594150753381			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 05:01:14 PM	07 Feb, 2025 08:03:24 PM	04 Feb, 2025 09:41:21 PM	0:02:56		Internal
594150753381			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 05:01:14 PM	07 Feb, 2025 08:03:24 PM	04 Feb, 2025 09:41:21 PM	0:02:56		Internal
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594150753381			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 05:01:14 PM	07 Feb, 2025 08:03:24 PM	04 Feb, 2025 09:41:21 PM	0:02:56		Internal
594150753381			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 05:01:14 PM	07 Feb, 2025 08:03:24 PM	04 Feb, 2025 09:41:21 PM	0:02:56		Internal
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594150753381			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 05:01:14 PM	07 Feb, 2025 08:03:24 PM	04 Feb, 2025 09:41:21 PM	0:02:56		Internal
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594150753381			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 05:01:14 PM	07 Feb, 2025 08:03:24 PM	04 Feb, 2025 09:41:21 PM	0:02:56		Internal
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594150753381			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 05:01:14 PM	07 Feb, 2025 08:03:24 PM	04 Feb, 2025 09:41:21 PM	0:02:56		Internal
594150753381			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 05:01:14 PM	07 Feb, 2025 08:03:24 PM	04 Feb, 2025 09:41:21 PM	0:02:56		Internal
594150753381			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 05:01:14 PM	07 Feb, 2025 08:03:24 PM	04 Feb, 2025 09:41:21 PM	0:02:56		Internal
594150753381			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 05:01:14 PM	07 Feb, 2025 08:03:24 PM	04 Feb, 2025 09:41:21 PM	0:02:56		Internal
594150753381			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 05:01:14 PM	07 Feb, 2025 08:03:24 PM	04 Feb, 2025 09:41:21 PM	0:02:56		Internal
594151163705			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
594151163705			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
594151163705			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
594151163705			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
594151163705			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
5941511637O5	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
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5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941511637O5			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Feb, 2025 08:08:54 PM	07 Feb, 2025 08:23:32 PM	07 Feb, 2025 03:16:23 PM	0:07:33		Internal
5941507936980			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
5941507936980			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
5941507936980			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
5941507936980			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
5941507936980			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
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5941507936980			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
5941507936980			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
5941507936980			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
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5941507936980			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
5941507936980			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
5941507936980			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
5941507936980			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
5941507936980			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
5941507936980			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150793698	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
594150793698			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
594150793698			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
594150793698			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
594150793698			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
594150793698			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
594150793698			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
594150793698			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
594150793698			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
594150793698			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	07 Feb, 2025 09:18:31 PM	07 Feb, 2025 09:31:07 PM	05 Feb, 2025 12:38:15 PM	0:03:08		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
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594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
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594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150375593			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	03 Feb, 2025 01:30:43 PM	07 Feb, 2025 10:21:24 PM	03 Feb, 2025 01:05:51 PM	0:07:41		Internal
594150449885			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
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594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150449885		CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 03:30:35 AM	09 Feb, 2025 04:17:16 PM	03 Feb, 2025 05:18:25 PM	0:08:34		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
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594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
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594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
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594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150456321		CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150456321	[redacted]		CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	04 Feb, 2025 03:30:45 PM	09 Feb, 2025 05:04:31 PM	03 Feb, 2025 05:08:30 PM	0:02:59		Internal
594150596056			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 12:30:50 AM	09 Feb, 2025 05:22:41 PM	04 Feb, 2025 01:24:29 PM	0:03:22		Internal
594150596056			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 12:30:50 AM	09 Feb, 2025 05:22:41 PM	04 Feb, 2025 01:24:29 PM	0:03:22		Internal
594150596056			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 12:30:50 AM	09 Feb, 2025 05:22:41 PM	04 Feb, 2025 01:24:29 PM	0:03:22		Internal
594150596056			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Feb, 2025 12:30:50 AM	09 Feb, 2025 05:22:41 PM	04 Feb, 2025 01:24:29 PM	0:03:22		Internal
594150596056			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 12:30:50 AM	09 Feb, 2025 05:22:41 PM	04 Feb, 2025 01:24:29 PM	0:03:22		Internal
594150596056			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Feb, 2025 12:30:50 AM	09 Feb, 2025 05:22:41 PM	04 Feb, 2025 01:24:29 PM	0:03:22		Internal
594150596056			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Feb, 2025 12:30:50 AM	09 Feb, 2025 05:22:41 PM	04 Feb, 2025 01:24:29 PM	0:03:22		Internal
594150596056			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 12:30:50 AM	09 Feb, 2025 05:22:41 PM	04 Feb, 2025 01:24:29 PM	0:03:22		Internal
594150596056			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 12:30:50 AM	09 Feb, 2025 05:22:41 PM	04 Feb, 2025 01:24:29 PM	0:03:22		Internal
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594150596056			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 12:30:50 AM	09 Feb, 2025 05:22:41 PM	04 Feb, 2025 01:24:29 PM	0:03:22		Internal
594150596056			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 12:30:50 AM	09 Feb, 2025 05:22:41 PM	04 Feb, 2025 01:24:29 PM	0:03:22		Internal
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594150596056			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 12:30:50 AM	09 Feb, 2025 05:22:41 PM	04 Feb, 2025 01:24:29 PM	0:03:22		Internal
594150596056			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 12:30:50 AM	09 Feb, 2025 05:22:41 PM	04 Feb, 2025 01:24:29 PM	0:03:22		Internal
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594150596056			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 12:30:50 AM	09 Feb, 2025 05:22:41 PM	04 Feb, 2025 01:24:29 PM	0:03:22		Internal
594150596056			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 12:30:50 AM	09 Feb, 2025 05:22:41 PM	04 Feb, 2025 01:24:29 PM	0:03:22		Internal
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594150596056			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 12:30:50 AM	09 Feb, 2025 05:22:41 PM	04 Feb, 2025 01:24:29 PM	0:03:22		Internal
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594150596056			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 12:30:50 AM	09 Feb, 2025 05:22:41 PM	04 Feb, 2025 01:24:29 PM	0:03:22		Internal
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594150702355			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 12:30:40 PM	09 Feb, 2025 05:50:06 PM	04 Feb, 2025 06:41:58 PM	0:07:08		Internal
594150702355			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 12:30:40 PM	09 Feb, 2025 05:50:06 PM	04 Feb, 2025 06:41:58 PM	0:07:08		Internal
594150702355			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 12:30:40 PM	09 Feb, 2025 05:50:06 PM	04 Feb, 2025 06:41:58 PM	0:07:08		Internal
594150702355			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Feb, 2025 12:30:40 PM	09 Feb, 2025 05:50:06 PM	04 Feb, 2025 06:41:58 PM	0:07:08		Internal
594150702355			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 12:30:40 PM	09 Feb, 2025 05:50:06 PM	04 Feb, 2025 06:41:58 PM	0:07:08		Internal
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594150702355	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	05 Feb, 2025 12:30:40 PM	09 Feb, 2025 05:50:06 PM	04 Feb, 2025 06:41:58 PM	0:07:08		Internal
594150702355			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 12:30:40 PM	09 Feb, 2025 05:50:06 PM	04 Feb, 2025 06:41:58 PM	0:07:08		Internal
594150702355			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 12:30:40 PM	09 Feb, 2025 05:50:06 PM	04 Feb, 2025 06:41:58 PM	0:07:08		Internal
594150702355			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 12:30:40 PM	09 Feb, 2025 05:50:06 PM	04 Feb, 2025 06:41:58 PM	0:07:08		Internal
594150702355			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 12:30:40 PM	09 Feb, 2025 05:50:06 PM	04 Feb, 2025 06:41:58 PM	0:07:08		Internal
594150702355			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 12:30:40 PM	09 Feb, 2025 05:50:06 PM	04 Feb, 2025 06:41:58 PM	0:07:08		Internal
594150702355			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 12:30:40 PM	09 Feb, 2025 05:50:06 PM	04 Feb, 2025 06:41:58 PM	0:07:08		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
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594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
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594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
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594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151326202			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Feb, 2025 11:00:35 AM	10 Feb, 2025 01:17:38 AM	09 Feb, 2025 10:37:07 AM	0:02:41		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
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594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
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594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
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594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
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594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594151081781			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 09:01:11 PM	10 Feb, 2025 01:22:30 AM	06 Feb, 2025 08:31:03 PM	0:03:47		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
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594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150777730			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 08:30:52 PM	10 Feb, 2025 01:26:00 AM	04 Feb, 2025 10:53:34 PM	0:02:19		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
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594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
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594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
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594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594150613280			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 03:30:44 PM	10 Feb, 2025 01:30:27 AM	04 Feb, 2025 02:37:32 PM	0:03:12		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
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594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
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594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151168367	[redacted]		CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
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594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594151168367			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 12:57:24 PM	10 Feb, 2025 01:06:33 PM	07 Feb, 2025 03:34:45 PM	0:02:32		Internal
594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
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594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
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594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
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594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
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594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
594150999593			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textar		07 Feb, 2025 07:00:48 AM	10 Feb, 2025 01:15:48 PM	06 Feb, 2025 03:21:31 PM	0:09:47		Internal
594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
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594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
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594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
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594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
594150784169			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 01:58:09 PM	10 Feb, 2025 02:03:48 PM	05 Feb, 2025 12:34:53 AM	0:02:49		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150862934			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 02:09:30 PM	10 Feb, 2025 02:13:52 PM	05 Feb, 2025 05:12:25 PM	0:05:15		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
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594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
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594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
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594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594150996876			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 02:30:48 PM	10 Feb, 2025 02:35:44 PM	06 Feb, 2025 03:12:38 PM	0:01:53		Internal
594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151122068	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
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594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
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594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
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594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
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594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
594151122068			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Feb, 2025 07:00:55 PM	10 Feb, 2025 02:59:39 PM	07 Feb, 2025 12:43:50 AM	0:04:25		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151341834			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Feb, 2025 11:00:35 PM	10 Feb, 2025 03:26:21 PM	09 Feb, 2025 10:45:04 PM	0:02:05		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151121553	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
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594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
594151121553			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 03:54:32 PM	10 Feb, 2025 03:58:16 PM	07 Feb, 2025 12:28:55 AM	0:03:04		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
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593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
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593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
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593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
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593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
593251879906			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jan, 2025 05:01:39 PM	10 Feb, 2025 04:02:17 PM	22 Jan, 2025 02:52:06 PM	0:02:15		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151231922	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
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594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
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594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151231922			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 04:18:24 PM	10 Feb, 2025 04:26:50 PM	07 Feb, 2025 07:27:38 PM	0:02:47		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151268311	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594151268311			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 04:27:31 PM	10 Feb, 2025 04:36:29 PM	07 Feb, 2025 10:23:48 PM	0:03:32		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594150376650			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 01:30:40 PM	10 Feb, 2025 05:24:36 PM	03 Feb, 2025 01:16:02 PM	0:06:24		Internal
594151253934			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151253934		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594151253934		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 05:24:17 PM	10 Feb, 2025 05:33:25 PM	07 Feb, 2025 09:28:37 PM	0:06:44		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594150508878		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 03:30:34 AM	10 Feb, 2025 05:42:52 PM	03 Feb, 2025 07:55:01 PM	0:04:19		Internal
594151121552		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151121552			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151121552			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 05:57:03 PM	10 Feb, 2025 06:00:35 PM	07 Feb, 2025 12:27:29 AM	0:02:49		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151093528			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 01:38:43 AM	10 Feb, 2025 06:28:52 PM	06 Feb, 2025 09:30:05 PM	0:03:34		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151376282	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
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594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
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594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594151376282			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 06:20:52 PM	10 Feb, 2025 06:38:04 PM	10 Feb, 2025 02:35:27 PM	0:03:42		Internal
594150773517			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 11:30:47 PM	10 Feb, 2025 07:16:53 PM	04 Feb, 2025 10:41:12 PM	0:09:04		Internal
594150773517			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 11:30:47 PM	10 Feb, 2025 07:16:53 PM	04 Feb, 2025 10:41:12 PM	0:09:04		Internal
594150773517			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 11:30:47 PM	10 Feb, 2025 07:16:53 PM	04 Feb, 2025 10:41:12 PM	0:09:04		Internal
594150773517			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 11:30:47 PM	10 Feb, 2025 07:16:53 PM	04 Feb, 2025 10:41:12 PM	0:09:04		Internal
594150773517			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 11:30:47 PM	10 Feb, 2025 07:16:53 PM	04 Feb, 2025 10:41:12 PM	0:09:04		Internal
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594150773517			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 11:30:47 PM	10 Feb, 2025 07:16:53 PM	04 Feb, 2025 10:41:12 PM	0:09:04		Internal
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594150773517			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 11:30:47 PM	10 Feb, 2025 07:16:53 PM	04 Feb, 2025 10:41:12 PM	0:09:04		Internal
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594150773517			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 11:30:47 PM	10 Feb, 2025 07:16:53 PM	04 Feb, 2025 10:41:12 PM	0:09:04		Internal
594150773517			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 11:30:47 PM	10 Feb, 2025 07:16:53 PM	04 Feb, 2025 10:41:12 PM	0:09:04		Internal
594150773517			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 11:30:47 PM	10 Feb, 2025 07:16:53 PM	04 Feb, 2025 10:41:12 PM	0:09:04		Internal
594150773517			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 11:30:47 PM	10 Feb, 2025 07:16:53 PM	04 Feb, 2025 10:41:12 PM	0:09:04		Internal
594150773517			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 11:30:47 PM	10 Feb, 2025 07:16:53 PM	04 Feb, 2025 10:41:12 PM	0:09:04		Internal
594150828186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 01:00:59 PM	10 Feb, 2025 07:23:21 PM	05 Feb, 2025 03:21:04 PM	0:05:22		Internal
594150828186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 01:00:59 PM	10 Feb, 2025 07:23:21 PM	05 Feb, 2025 03:21:04 PM	0:05:22		Internal
594150828186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 01:00:59 PM	10 Feb, 2025 07:23:21 PM	05 Feb, 2025 03:21:04 PM	0:05:22		Internal
594150828186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 01:00:59 PM	10 Feb, 2025 07:23:21 PM	05 Feb, 2025 03:21:04 PM	0:05:22		Internal
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594150828186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 01:00:59 PM	10 Feb, 2025 07:23:21 PM	05 Feb, 2025 03:21:04 PM	0:05:22		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150828186	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	06 Feb, 2025 01:00:59 PM	10 Feb, 2025 07:23:21 PM	05 Feb, 2025 03:21:04 PM	0:05:22		Internal
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594150828186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 01:00:59 PM	10 Feb, 2025 07:23:21 PM	05 Feb, 2025 03:21:04 PM	0:05:22		Internal
594150828186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 01:00:59 PM	10 Feb, 2025 07:23:21 PM	05 Feb, 2025 03:21:04 PM	0:05:22		Internal
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594150828186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 01:00:59 PM	10 Feb, 2025 07:23:21 PM	05 Feb, 2025 03:21:04 PM	0:05:22		Internal
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594150828186			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 01:00:59 PM	10 Feb, 2025 07:23:21 PM	05 Feb, 2025 03:21:04 PM	0:05:22		Internal
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594150828186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 01:00:59 PM	10 Feb, 2025 07:23:21 PM	05 Feb, 2025 03:21:04 PM	0:05:22		Internal
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594150828186			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 01:00:59 PM	10 Feb, 2025 07:23:21 PM	05 Feb, 2025 03:21:04 PM	0:05:22		Internal
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594150568228			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 07:16:15 PM	10 Feb, 2025 07:33:44 PM	03 Feb, 2025 10:49:36 PM	0:02:39		Internal
594150568228			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 07:16:15 PM	10 Feb, 2025 07:33:44 PM	03 Feb, 2025 10:49:36 PM	0:02:39		Internal
594150568228			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 07:16:15 PM	10 Feb, 2025 07:33:44 PM	03 Feb, 2025 10:49:36 PM	0:02:39		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150568228	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	10 Feb, 2025 07:16:15 PM	10 Feb, 2025 07:33:44 PM	03 Feb, 2025 10:49:36 PM	0:02:39		Internal
594150568228			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 07:16:15 PM	10 Feb, 2025 07:33:44 PM	03 Feb, 2025 10:49:36 PM	0:02:39		Internal
594150568228			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 07:16:15 PM	10 Feb, 2025 07:33:44 PM	03 Feb, 2025 10:49:36 PM	0:02:39		Internal
594150568228			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 07:16:15 PM	10 Feb, 2025 07:33:44 PM	03 Feb, 2025 10:49:36 PM	0:02:39		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151159067			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 06:59:07 PM	10 Feb, 2025 07:37:22 PM	07 Feb, 2025 03:00:22 PM	0:03:31		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
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594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal

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594151347513	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594151347513			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 08:30:49 AM	10 Feb, 2025 07:55:19 PM	10 Feb, 2025 05:44:28 AM	0:05:01		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
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594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594150461732			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 05:30:59 PM	10 Feb, 2025 08:05:27 PM	03 Feb, 2025 05:18:47 PM	0:08:52		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal

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594151411310	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594151411310			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 04:31:03 PM	10 Feb, 2025 08:44:54 PM	10 Feb, 2025 04:22:32 PM	0:05:20		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150428528	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150428528			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 05:30:58 PM	10 Feb, 2025 10:12:46 PM	03 Feb, 2025 04:20:56 PM	0:04:45		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
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594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
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594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
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594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
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594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594150362864			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 01:30:35 AM	10 Feb, 2025 10:38:56 PM	03 Feb, 2025 12:24:41 AM	0:06:28		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
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594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151455225	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594151455225			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 08:30:48 PM	10 Feb, 2025 10:41:08 PM	10 Feb, 2025 07:09:55 PM	0:07:03		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150613793			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 05:01:07 AM	11 Feb, 2025 12:27:34 PM	04 Feb, 2025 02:48:56 PM	0:04:55		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150750681	[redacted]	[redacted]	CTE_Bus_Default	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594150750681			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 01:01:00 PM	11 Feb, 2025 01:25:36 PM	04 Feb, 2025 09:28:07 PM	0:02:58		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
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594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151150620			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Feb, 2025 03:00:51 PM	11 Feb, 2025 01:38:46 PM	07 Feb, 2025 02:35:21 PM	0:03:54		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
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594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151465934	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151465934			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 01:29:46 PM	11 Feb, 2025 01:46:37 PM	10 Feb, 2025 07:59:37 PM	0:03:04		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
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594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
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594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
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594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151436054			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 12:00:59 AM	11 Feb, 2025 02:08:26 PM	10 Feb, 2025 06:12:22 PM	0:04:54		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
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594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151386160	[redacted]	[redacted]	CTE_Bus_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
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594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151386160			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 08:30:49 PM	11 Feb, 2025 02:17:16 PM	10 Feb, 2025 03:17:13 PM	0:02:06		Internal
594151392304			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:54:35 PM	10 Feb, 2025 03:48:13 PM	0:03:00		Internal
594151392304			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:54:35 PM	10 Feb, 2025 03:48:13 PM	0:03:00		Internal
594151392304			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:54:35 PM	10 Feb, 2025 03:48:13 PM	0:03:00		Internal
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594151392304			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:54:35 PM	10 Feb, 2025 03:48:13 PM	0:03:00		Internal
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594151392304			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:54:35 PM	10 Feb, 2025 03:48:13 PM	0:03:00		Internal
594151392304			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:54:35 PM	10 Feb, 2025 03:48:13 PM	0:03:00		Internal
594151392304			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:54:35 PM	10 Feb, 2025 03:48:13 PM	0:03:00		Internal
594151392304			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:54:35 PM	10 Feb, 2025 03:48:13 PM	0:03:00		Internal
594151392304			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:54:35 PM	10 Feb, 2025 03:48:13 PM	0:03:00		Internal
594151392304			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:54:35 PM	10 Feb, 2025 03:48:13 PM	0:03:00		Internal
594151392304			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:54:35 PM	10 Feb, 2025 03:48:13 PM	0:03:00		Internal
594151392304			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:54:35 PM	10 Feb, 2025 03:48:13 PM	0:03:00		Internal
594151392304			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:54:35 PM	10 Feb, 2025 03:48:13 PM	0:03:00		Internal
594151376240			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151376240	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240		CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151376240		CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 02:59:29 PM	10 Feb, 2025 03:02:35 PM	0:09:20		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
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594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
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594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151383890		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:00:17 PM	10 Feb, 2025 03:21:20 PM	0:04:40		Internal
594151399149		CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149		CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149		CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149		CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149		CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149		CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149		CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149		CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149		CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149		CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151399149	[redacted]	[redacted]	CTE_Res_Default_Span	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151399149			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:01:10 PM	10 Feb, 2025 04:15:04 PM	0:03:05		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151383705			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 04:31:07 PM	11 Feb, 2025 03:13:22 PM	10 Feb, 2025 03:24:38 PM	0:05:37		Internal
594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151402204	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
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594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
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594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
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594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
594151402204			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 03:15:51 PM	11 Feb, 2025 03:33:46 PM	10 Feb, 2025 04:21:24 PM	0:07:42		Internal
594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
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594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
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594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
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594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
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594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150919831	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
594150919831			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Feb, 2025 11:00:49 AM	11 Feb, 2025 05:02:59 PM	05 Feb, 2025 08:35:26 PM	0:07:21		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
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594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
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594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594151444820			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 12:00:52 PM	11 Feb, 2025 06:25:39 PM	10 Feb, 2025 06:36:54 PM	0:06:35		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150392980	[redacted]		CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
594150392980			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 05:31:03 PM	11 Feb, 2025 08:45:13 PM	03 Feb, 2025 02:37:05 PM	0:02:10		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
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595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
595160606799			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:22:38 PM	11 Feb, 2025 05:35:04 PM	0:03:50		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
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594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150375714	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
594150375714			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 01:30:43 PM	11 Feb, 2025 10:30:10 PM	03 Feb, 2025 01:08:44 PM	0:04:53		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
595160645931			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 08:01:04 PM	11 Feb, 2025 10:41:48 PM	11 Feb, 2025 07:54:08 PM	0:04:22		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
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594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150494541	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
594150494541			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 11:30:35 AM	11 Feb, 2025 10:57:19 PM	03 Feb, 2025 07:31:39 PM	0:03:35		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
595160632983			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 09:30:19 PM	11 Feb, 2025 11:05:57 PM	11 Feb, 2025 07:10:46 PM	0:04:01		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151357896	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151357896			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Feb, 2025 12:14:44 PM	12 Feb, 2025 12:49:45 PM	10 Feb, 2025 01:34:32 PM	0:04:34		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
594151283376			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Feb, 2025 02:35:07 PM	12 Feb, 2025 02:42:13 PM	07 Feb, 2025 11:00:36 PM	0:02:32		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160802043	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
595160802043			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 12:35:26 PM	13 Feb, 2025 12:59:34 PM	12 Feb, 2025 07:30:47 PM	0:08:46		Internal
594151465080			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151465080		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151465080		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 04:01:02 PM	13 Feb, 2025 01:40:55 PM	10 Feb, 2025 07:51:51 PM	0:03:07		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
594151529930		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Feb, 2025 11:31:37 PM	13 Feb, 2025 01:41:55 PM	11 Feb, 2025 12:08:14 AM	0:05:35		Internal
595160637294		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160637294	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160637294			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Feb, 2025 03:31:30 PM	13 Feb, 2025 03:17:27 PM	11 Feb, 2025 07:29:38 PM	0:06:50		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
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595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
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595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160714912			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 03:11:30 PM	13 Feb, 2025 03:27:11 PM	12 Feb, 2025 01:41:01 PM	0:03:20		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160689166	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160689166			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 03:12:10 PM	13 Feb, 2025 03:30:25 PM	11 Feb, 2025 10:48:05 PM	0:03:04		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
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595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160625558	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
595160625558			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Feb, 2025 03:31:28 AM	13 Feb, 2025 03:35:15 PM	11 Feb, 2025 06:38:30 PM	0:05:20		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
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594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
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594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
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594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151366667			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 04:31:11 PM	13 Feb, 2025 03:50:14 PM	10 Feb, 2025 02:30:29 PM	0:05:11		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
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594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal

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594151460935	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151460935			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 08:01:06 PM	13 Feb, 2025 03:51:25 PM	10 Feb, 2025 07:43:11 PM	0:05:52		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
594151405078			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 03:52:56 PM	13 Feb, 2025 03:57:20 PM	10 Feb, 2025 04:29:54 PM	0:02:41		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160725284	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
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595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160725284			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 03:45:51 PM	13 Feb, 2025 04:04:19 PM	12 Feb, 2025 02:23:51 PM	0:02:36		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
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595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
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595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
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595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160749966	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
595160749966			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 04:05:12 PM	13 Feb, 2025 04:09:17 PM	12 Feb, 2025 04:07:08 PM	0:01:56		Internal
594150540129			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 07:30:41 AM	13 Feb, 2025 04:20:25 PM	03 Feb, 2025 09:49:40 PM	0:02:54		Internal
594150540129			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 07:30:41 AM	13 Feb, 2025 04:20:25 PM	03 Feb, 2025 09:49:40 PM	0:02:54		Internal
594150540129			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 07:30:41 AM	13 Feb, 2025 04:20:25 PM	03 Feb, 2025 09:49:40 PM	0:02:54		Internal
594150540129			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 07:30:41 AM	13 Feb, 2025 04:20:25 PM	03 Feb, 2025 09:49:40 PM	0:02:54		Internal
594150540129			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 07:30:41 AM	13 Feb, 2025 04:20:25 PM	03 Feb, 2025 09:49:40 PM	0:02:54		Internal
594150540129			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Feb, 2025 07:30:41 AM	13 Feb, 2025 04:20:25 PM	03 Feb, 2025 09:49:40 PM	0:02:54		Internal
594150540129			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 07:30:41 AM	13 Feb, 2025 04:20:25 PM	03 Feb, 2025 09:49:40 PM	0:02:54		Internal
594150540129			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 07:30:41 AM	13 Feb, 2025 04:20:25 PM	03 Feb, 2025 09:49:40 PM	0:02:54		Internal
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594150540129			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Feb, 2025 07:30:41 AM	13 Feb, 2025 04:20:25 PM	03 Feb, 2025 09:49:40 PM	0:02:54		Internal
594150540129			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 07:30:41 AM	13 Feb, 2025 04:20:25 PM	03 Feb, 2025 09:49:40 PM	0:02:54		Internal
594150540129			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 07:30:41 AM	13 Feb, 2025 04:20:25 PM	03 Feb, 2025 09:49:40 PM	0:02:54		Internal
594150540129			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 07:30:41 AM	13 Feb, 2025 04:20:25 PM	03 Feb, 2025 09:49:40 PM	0:02:54		Internal
594150540129			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Feb, 2025 07:30:41 AM	13 Feb, 2025 04:20:25 PM	03 Feb, 2025 09:49:40 PM	0:02:54		Internal
594150540129			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 07:30:41 AM	13 Feb, 2025 04:20:25 PM	03 Feb, 2025 09:49:40 PM	0:02:54		Internal
594150540129			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 07:30:41 AM	13 Feb, 2025 04:20:25 PM	03 Feb, 2025 09:49:40 PM	0:02:54		Internal
594150540129			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Feb, 2025 07:30:41 AM	13 Feb, 2025 04:20:25 PM	03 Feb, 2025 09:49:40 PM	0:02:54		Internal
594150540129			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 07:30:41 AM	13 Feb, 2025 04:20:25 PM	03 Feb, 2025 09:49:40 PM	0:02:54		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
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594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151394195	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
594151394195			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 04:31:06 PM	13 Feb, 2025 04:34:34 PM	10 Feb, 2025 03:55:35 PM	0:06:04		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
595160837873			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 04:31:00 PM	13 Feb, 2025 05:02:49 PM	12 Feb, 2025 09:23:22 PM	0:07:31		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151353434		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434		CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151353434		CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 08:00:50 AM	13 Feb, 2025 05:11:24 PM	10 Feb, 2025 01:02:43 PM	0:08:59		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
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594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
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594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
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594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151355090		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 04:31:12 PM	13 Feb, 2025 05:14:02 PM	10 Feb, 2025 01:34:10 PM	0:04:30		Internal
594151293947		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
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594151293947		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
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594151293947		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151293947	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
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594151293947			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594151293947			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 05:27:54 PM	13 Feb, 2025 05:33:25 PM	08 Feb, 2025 09:23:35 AM	0:02:53		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
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594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
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594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
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594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
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594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594150376899			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 01:30:41 PM	13 Feb, 2025 05:34:13 PM	03 Feb, 2025 01:17:27 PM	0:06:35		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151130377	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
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594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
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594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
594151130377			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 06:11:34 PM	13 Feb, 2025 06:17:47 PM	07 Feb, 2025 12:38:27 PM	0:02:16		Internal
595160656318			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 04:35:28 PM	13 Feb, 2025 07:00:17 PM	11 Feb, 2025 08:36:04 PM	0:07:56		Internal
595160656318			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 04:35:28 PM	13 Feb, 2025 07:00:17 PM	11 Feb, 2025 08:36:04 PM	0:07:56		Internal
595160656318			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 04:35:28 PM	13 Feb, 2025 07:00:17 PM	11 Feb, 2025 08:36:04 PM	0:07:56		Internal
595160656318			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 04:35:28 PM	13 Feb, 2025 07:00:17 PM	11 Feb, 2025 08:36:04 PM	0:07:56		Internal
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595160656318			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 04:35:28 PM	13 Feb, 2025 07:00:17 PM	11 Feb, 2025 08:36:04 PM	0:07:56		Internal
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595160656318	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	13 Feb, 2025 04:35:28 PM	13 Feb, 2025 07:00:17 PM	11 Feb, 2025 08:36:04 PM	0:07:56		Internal
595160656318			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 04:35:28 PM	13 Feb, 2025 07:00:17 PM	11 Feb, 2025 08:36:04 PM	0:07:56		Internal
595160656318			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 04:35:28 PM	13 Feb, 2025 07:00:17 PM	11 Feb, 2025 08:36:04 PM	0:07:56		Internal
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595160656318			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 04:35:28 PM	13 Feb, 2025 07:00:17 PM	11 Feb, 2025 08:36:04 PM	0:07:56		Internal
595160656318			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 04:35:28 PM	13 Feb, 2025 07:00:17 PM	11 Feb, 2025 08:36:04 PM	0:07:56		Internal
595160656318			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 04:35:28 PM	13 Feb, 2025 07:00:17 PM	11 Feb, 2025 08:36:04 PM	0:07:56		Internal
595160656318			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 04:35:28 PM	13 Feb, 2025 07:00:17 PM	11 Feb, 2025 08:36:04 PM	0:07:56		Internal
595160656318			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 04:35:28 PM	13 Feb, 2025 07:00:17 PM	11 Feb, 2025 08:36:04 PM	0:07:56		Internal
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595160656318			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 04:35:28 PM	13 Feb, 2025 07:00:17 PM	11 Feb, 2025 08:36:04 PM	0:07:56		Internal
595160656318			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 04:35:28 PM	13 Feb, 2025 07:00:17 PM	11 Feb, 2025 08:36:04 PM	0:07:56		Internal
595160884998			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 07:06:09 PM	13 Feb, 2025 07:16:59 PM	13 Feb, 2025 02:22:40 PM	0:02:43		Internal
595160884998			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 07:06:09 PM	13 Feb, 2025 07:16:59 PM	13 Feb, 2025 02:22:40 PM	0:02:43		Internal
595160884998			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 07:06:09 PM	13 Feb, 2025 07:16:59 PM	13 Feb, 2025 02:22:40 PM	0:02:43		Internal
595160884998			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 07:06:09 PM	13 Feb, 2025 07:16:59 PM	13 Feb, 2025 02:22:40 PM	0:02:43		Internal
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595160884998			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 07:06:09 PM	13 Feb, 2025 07:16:59 PM	13 Feb, 2025 02:22:40 PM	0:02:43		Internal
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595160884998			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 07:06:09 PM	13 Feb, 2025 07:16:59 PM	13 Feb, 2025 02:22:40 PM	0:02:43		Internal
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595160884998			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 07:06:09 PM	13 Feb, 2025 07:16:59 PM	13 Feb, 2025 02:22:40 PM	0:02:43		Internal
595160884998			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 07:06:09 PM	13 Feb, 2025 07:16:59 PM	13 Feb, 2025 02:22:40 PM	0:02:43		Internal
595160654160			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 07:04:34 PM	13 Feb, 2025 07:59:39 PM	11 Feb, 2025 08:28:20 PM	0:07:14		Internal
595160654160			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 07:04:34 PM	13 Feb, 2025 07:59:39 PM	11 Feb, 2025 08:28:20 PM	0:07:14		Internal
595160654160			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 07:04:34 PM	13 Feb, 2025 07:59:39 PM	11 Feb, 2025 08:28:20 PM	0:07:14		Internal
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595160654160			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 07:04:34 PM	13 Feb, 2025 07:59:39 PM	11 Feb, 2025 08:28:20 PM	0:07:14		Internal
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595160654160			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 07:04:34 PM	13 Feb, 2025 07:59:39 PM	11 Feb, 2025 08:28:20 PM	0:07:14		Internal
595160654160			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 07:04:34 PM	13 Feb, 2025 07:59:39 PM	11 Feb, 2025 08:28:20 PM	0:07:14		Internal
595160654160			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 07:04:34 PM	13 Feb, 2025 07:59:39 PM	11 Feb, 2025 08:28:20 PM	0:07:14		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160738325	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
595160738325			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 08:18:45 PM	13 Feb, 2025 08:23:34 PM	12 Feb, 2025 03:17:22 PM	0:02:45		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151392225	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
594151392225			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Feb, 2025 07:31:20 AM	13 Feb, 2025 08:54:22 PM	10 Feb, 2025 03:51:07 PM	0:02:04		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
595160701135			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 09:27:40 PM	13 Feb, 2025 11:09:00 PM	12 Feb, 2025 02:28:23 AM	0:03:31		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
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594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
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594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151370267	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
594151370267			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 04:31:08 PM	14 Feb, 2025 11:37:44 AM	10 Feb, 2025 03:32:41 PM	0:08:15		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
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595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
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595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
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595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
595160985991			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Feb, 2025 06:30:56 AM	14 Feb, 2025 12:02:06 PM	13 Feb, 2025 09:07:51 PM	0:06:35		Internal
594150530280			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 09:30:57 PM	14 Feb, 2025 01:23:56 PM	03 Feb, 2025 08:28:56 PM	0:02:38		Internal
594150530280			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 09:30:57 PM	14 Feb, 2025 01:23:56 PM	03 Feb, 2025 08:28:56 PM	0:02:38		Internal
594150530280			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 09:30:57 PM	14 Feb, 2025 01:23:56 PM	03 Feb, 2025 08:28:56 PM	0:02:38		Internal
594150530280			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 09:30:57 PM	14 Feb, 2025 01:23:56 PM	03 Feb, 2025 08:28:56 PM	0:02:38		Internal
594150530280			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 09:30:57 PM	14 Feb, 2025 01:23:56 PM	03 Feb, 2025 08:28:56 PM	0:02:38		Internal
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594150530280			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 09:30:57 PM	14 Feb, 2025 01:23:56 PM	03 Feb, 2025 08:28:56 PM	0:02:38		Internal
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594150530280			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 09:30:57 PM	14 Feb, 2025 01:23:56 PM	03 Feb, 2025 08:28:56 PM	0:02:38		Internal
594150530280			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 09:30:57 PM	14 Feb, 2025 01:23:56 PM	03 Feb, 2025 08:28:56 PM	0:02:38		Internal
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594150530280			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 09:30:57 PM	14 Feb, 2025 01:23:56 PM	03 Feb, 2025 08:28:56 PM	0:02:38		Internal
594150530280			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 09:30:57 PM	14 Feb, 2025 01:23:56 PM	03 Feb, 2025 08:28:56 PM	0:02:38		Internal
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594150530280	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	03 Feb, 2025 09:30:57 PM	14 Feb, 2025 01:23:56 PM	03 Feb, 2025 08:28:56 PM	0:02:38		Internal
594150530280			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	03 Feb, 2025 09:30:57 PM	14 Feb, 2025 01:23:56 PM	03 Feb, 2025 08:28:56 PM	0:02:38		Internal
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594150530280			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	03 Feb, 2025 09:30:57 PM	14 Feb, 2025 01:23:56 PM	03 Feb, 2025 08:28:56 PM	0:02:38		Internal
594150530280			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	03 Feb, 2025 09:30:57 PM	14 Feb, 2025 01:23:56 PM	03 Feb, 2025 08:28:56 PM	0:02:38		Internal
594150530280			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	03 Feb, 2025 09:30:57 PM	14 Feb, 2025 01:23:56 PM	03 Feb, 2025 08:28:56 PM	0:02:38		Internal
594150530280			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	03 Feb, 2025 09:30:57 PM	14 Feb, 2025 01:23:56 PM	03 Feb, 2025 08:28:56 PM	0:02:38		Internal
595160557629			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	14 Feb, 2025 12:52:12 PM	14 Feb, 2025 01:29:58 PM	11 Feb, 2025 02:27:46 PM	0:03:00		Internal
595160557629			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	14 Feb, 2025 12:52:12 PM	14 Feb, 2025 01:29:58 PM	11 Feb, 2025 02:27:46 PM	0:03:00		Internal
595160557629			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	14 Feb, 2025 12:52:12 PM	14 Feb, 2025 01:29:58 PM	11 Feb, 2025 02:27:46 PM	0:03:00		Internal
595160557629			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	14 Feb, 2025 12:52:12 PM	14 Feb, 2025 01:29:58 PM	11 Feb, 2025 02:27:46 PM	0:03:00		Internal
595160557629			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	14 Feb, 2025 12:52:12 PM	14 Feb, 2025 01:29:58 PM	11 Feb, 2025 02:27:46 PM	0:03:00		Internal
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595160557629			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	14 Feb, 2025 12:52:12 PM	14 Feb, 2025 01:29:58 PM	11 Feb, 2025 02:27:46 PM	0:03:00		Internal
595160557629			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	14 Feb, 2025 12:52:12 PM	14 Feb, 2025 01:29:58 PM	11 Feb, 2025 02:27:46 PM	0:03:00		Internal
595160557629			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	14 Feb, 2025 12:52:12 PM	14 Feb, 2025 01:29:58 PM	11 Feb, 2025 02:27:46 PM	0:03:00		Internal
595160557629			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	14 Feb, 2025 12:52:12 PM	14 Feb, 2025 01:29:58 PM	11 Feb, 2025 02:27:46 PM	0:03:00		Internal
595160557629			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	14 Feb, 2025 12:52:12 PM	14 Feb, 2025 01:29:58 PM	11 Feb, 2025 02:27:46 PM	0:03:00		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
594150481245			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 03:30:34 AM	14 Feb, 2025 01:51:41 PM	03 Feb, 2025 06:20:44 PM	0:05:44		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161030177	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
595161030177			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Feb, 2025 01:57:00 PM	14 Feb, 2025 02:11:51 PM	14 Feb, 2025 01:18:24 PM	0:04:14		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
594151520071			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Feb, 2025 02:36:27 PM	14 Feb, 2025 04:36:45 PM	10 Feb, 2025 10:54:20 PM	0:02:23		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161061414	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
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595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
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595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
595161061414			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Feb, 2025 04:47:47 PM	14 Feb, 2025 05:05:44 PM	14 Feb, 2025 03:35:39 PM	0:02:09		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
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594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
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594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal

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594150930813	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
594150930813			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Feb, 2025 04:45:23 PM	14 Feb, 2025 05:10:42 PM	05 Feb, 2025 09:16:16 PM	0:02:31		Internal
595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
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595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
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595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
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595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
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595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
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595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
595160879398			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Feb, 2025 05:12:44 PM	14 Feb, 2025 05:26:31 PM	13 Feb, 2025 01:54:16 PM	0:02:14		Internal
594151515755			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 08:00:49 AM	14 Feb, 2025 10:33:37 PM	10 Feb, 2025 10:30:53 PM	0:04:06		Internal
594151515755			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 08:00:49 AM	14 Feb, 2025 10:33:37 PM	10 Feb, 2025 10:30:53 PM	0:04:06		Internal
594151515755			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 08:00:49 AM	14 Feb, 2025 10:33:37 PM	10 Feb, 2025 10:30:53 PM	0:04:06		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
5941515155755	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	11 Feb, 2025 08:00:49 AM	14 Feb, 2025 10:33:37 PM	10 Feb, 2025 10:30:53 PM	0:04:06		Internal
5941515155755			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 08:00:49 AM	14 Feb, 2025 10:33:37 PM	10 Feb, 2025 10:30:53 PM	0:04:06		Internal
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5941515155755			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 08:00:49 AM	14 Feb, 2025 10:33:37 PM	10 Feb, 2025 10:30:53 PM	0:04:06		Internal
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5941515155755			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 08:00:49 AM	14 Feb, 2025 10:33:37 PM	10 Feb, 2025 10:30:53 PM	0:04:06		Internal
5941515155755			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 08:00:49 AM	14 Feb, 2025 10:33:37 PM	10 Feb, 2025 10:30:53 PM	0:04:06		Internal
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5941515155755			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Feb, 2025 08:00:49 AM	14 Feb, 2025 10:33:37 PM	10 Feb, 2025 10:30:53 PM	0:04:06		Internal
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5941515155755			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 08:00:49 AM	14 Feb, 2025 10:33:37 PM	10 Feb, 2025 10:30:53 PM	0:04:06		Internal
5941515155755			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 08:00:49 AM	14 Feb, 2025 10:33:37 PM	10 Feb, 2025 10:30:53 PM	0:04:06		Internal
5941515155755			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 08:00:49 AM	14 Feb, 2025 10:33:37 PM	10 Feb, 2025 10:30:53 PM	0:04:06		Internal
5941515155755			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 08:00:49 AM	14 Feb, 2025 10:33:37 PM	10 Feb, 2025 10:30:53 PM	0:04:06		Internal
5941515155755			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 08:00:49 AM	14 Feb, 2025 10:33:37 PM	10 Feb, 2025 10:30:53 PM	0:04:06		Internal
5941515155755			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 08:00:49 AM	14 Feb, 2025 10:33:37 PM	10 Feb, 2025 10:30:53 PM	0:04:06		Internal
5941515155755			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 08:00:49 AM	14 Feb, 2025 10:33:37 PM	10 Feb, 2025 10:30:53 PM	0:04:06		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
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595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
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595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
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595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
595160860999			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 09:31:13 AM	14 Feb, 2025 11:11:47 PM	13 Feb, 2025 12:45:40 AM	0:03:37		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150634242	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150634242			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 07:47:01 PM	15 Feb, 2025 02:30:37 PM	04 Feb, 2025 03:43:39 PM	0:05:43		Internal
594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
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594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
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594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
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594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
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594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
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594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
594150375094			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 01:30:42 PM	15 Feb, 2025 03:52:29 PM	03 Feb, 2025 01:03:39 PM	0:06:58		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150919755	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
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594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
594150919755			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 05:01:11 PM	15 Feb, 2025 04:16:56 PM	05 Feb, 2025 08:33:02 PM	0:04:45		Internal
595161205854			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Feb, 2025 03:00:29 PM	16 Feb, 2025 03:42:22 PM	16 Feb, 2025 01:43:21 PM	0:02:08		Internal
595161205854			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Feb, 2025 03:00:29 PM	16 Feb, 2025 03:42:22 PM	16 Feb, 2025 01:43:21 PM	0:02:08		Internal
595161205854			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Feb, 2025 03:00:29 PM	16 Feb, 2025 03:42:22 PM	16 Feb, 2025 01:43:21 PM	0:02:08		Internal
595161205854			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Feb, 2025 03:00:29 PM	16 Feb, 2025 03:42:22 PM	16 Feb, 2025 01:43:21 PM	0:02:08		Internal
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595161205854			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Feb, 2025 03:00:29 PM	16 Feb, 2025 03:42:22 PM	16 Feb, 2025 01:43:21 PM	0:02:08		Internal
595161205854			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Feb, 2025 03:00:29 PM	16 Feb, 2025 03:42:22 PM	16 Feb, 2025 01:43:21 PM	0:02:08		Internal
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595161205854			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Feb, 2025 03:00:29 PM	16 Feb, 2025 03:42:22 PM	16 Feb, 2025 01:43:21 PM	0:02:08		Internal
595161205854			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Feb, 2025 03:00:29 PM	16 Feb, 2025 03:42:22 PM	16 Feb, 2025 01:43:21 PM	0:02:08		Internal
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595161205854			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Feb, 2025 03:00:29 PM	16 Feb, 2025 03:42:22 PM	16 Feb, 2025 01:43:21 PM	0:02:08		Internal
595161205854			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Feb, 2025 03:00:29 PM	16 Feb, 2025 03:42:22 PM	16 Feb, 2025 01:43:21 PM	0:02:08		Internal
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595161205854			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Feb, 2025 03:00:29 PM	16 Feb, 2025 03:42:22 PM	16 Feb, 2025 01:43:21 PM	0:02:08		Internal
595161205854			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Feb, 2025 03:00:29 PM	16 Feb, 2025 03:42:22 PM	16 Feb, 2025 01:43:21 PM	0:02:08		Internal
595161205854			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Feb, 2025 03:00:29 PM	16 Feb, 2025 03:42:22 PM	16 Feb, 2025 01:43:21 PM	0:02:08		Internal
594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150432291	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
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594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
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594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
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594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
594150432291			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 04:30:51 PM	17 Feb, 2025 02:28:47 AM	03 Feb, 2025 04:30:54 PM	0:06:36		Internal
594150694401			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 05:01:07 AM	17 Feb, 2025 04:01:49 AM	04 Feb, 2025 06:21:44 PM	0:08:50		Internal
594150694401			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 05:01:07 AM	17 Feb, 2025 04:01:49 AM	04 Feb, 2025 06:21:44 PM	0:08:50		Internal
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594150694401			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 05:01:07 AM	17 Feb, 2025 04:01:49 AM	04 Feb, 2025 06:21:44 PM	0:08:50		Internal
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594150694401			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 05:01:07 AM	17 Feb, 2025 04:01:49 AM	04 Feb, 2025 06:21:44 PM	0:08:50		Internal
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594150694401			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Feb, 2025 05:01:07 AM	17 Feb, 2025 04:01:49 AM	04 Feb, 2025 06:21:44 PM	0:08:50		Internal
594150694401			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 05:01:07 AM	17 Feb, 2025 04:01:49 AM	04 Feb, 2025 06:21:44 PM	0:08:50		Internal
594150694401			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 05:01:07 AM	17 Feb, 2025 04:01:49 AM	04 Feb, 2025 06:21:44 PM	0:08:50		Internal
594150694401			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 05:01:07 AM	17 Feb, 2025 04:01:49 AM	04 Feb, 2025 06:21:44 PM	0:08:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150694401	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	06 Feb, 2025 05:01:07 AM	17 Feb, 2025 04:01:49 AM	04 Feb, 2025 06:21:44 PM	0:08:50		Internal
594150694401			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 05:01:07 AM	17 Feb, 2025 04:01:49 AM	04 Feb, 2025 06:21:44 PM	0:08:50		Internal
594150694401			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 05:01:07 AM	17 Feb, 2025 04:01:49 AM	04 Feb, 2025 06:21:44 PM	0:08:50		Internal
594150694401			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 05:01:07 AM	17 Feb, 2025 04:01:49 AM	04 Feb, 2025 06:21:44 PM	0:08:50		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
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594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
594151402392			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 04:31:07 PM	17 Feb, 2025 04:12:45 AM	10 Feb, 2025 04:21:50 PM	0:07:02		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
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595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
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595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
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595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161206611	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595161206611			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 04:19:26 AM	16 Feb, 2025 01:55:22 PM	0:02:32		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
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595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595160651603			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Feb, 2025 03:31:28 AM	17 Feb, 2025 04:51:49 AM	11 Feb, 2025 07:57:16 PM	0:02:59		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161255111	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
595161255111			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Feb, 2025 03:00:51 AM	17 Feb, 2025 05:03:42 PM	16 Feb, 2025 10:23:57 PM	0:04:34		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above				14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Feb, 2025 08:50:20 PM	17 Feb, 2025 06:03:17 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160563563	[redacted]		CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595160563563			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 04:01:02 PM	17 Feb, 2025 06:06:31 PM	11 Feb, 2025 02:53:46 PM	0:05:27		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
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595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161207901	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595161207901			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Feb, 2025 03:00:31 PM	17 Feb, 2025 06:45:23 PM	16 Feb, 2025 02:21:52 PM	0:05:50		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
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595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595160568269			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 04:00:57 PM	18 Feb, 2025 03:20:31 AM	11 Feb, 2025 02:58:46 PM	0:04:17		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
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595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
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595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161242979	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161242979			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Feb, 2025 03:01:01 PM	18 Feb, 2025 03:32:49 AM	16 Feb, 2025 08:33:57 PM	0:03:38		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
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595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
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595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595161226086			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Feb, 2025 07:00:42 AM	18 Feb, 2025 03:42:52 AM	16 Feb, 2025 06:26:58 PM	0:02:33		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160815594	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160815594			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Feb, 2025 06:31:03 PM	18 Feb, 2025 02:46:08 PM	12 Feb, 2025 08:27:25 PM	0:02:44		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal
595160626173			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 08:01:06 PM	18 Feb, 2025 04:09:20 PM	11 Feb, 2025 06:44:28 PM	0:09:28		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160732853		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Feb, 2025 07:31:36 PM	18 Feb, 2025 04:42:27 PM	12 Feb, 2025 02:55:55 PM	0:05:43		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160840124	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160840124			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 09:31:15 AM	18 Feb, 2025 04:50:27 PM	12 Feb, 2025 10:00:34 PM	0:05:03		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
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595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
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595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
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595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595160913227			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 05:31:25 PM	18 Feb, 2025 05:14:42 PM	13 Feb, 2025 04:21:38 PM	0:02:35		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
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595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
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595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal

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595161254942	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595161254942			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Feb, 2025 11:00:29 PM	18 Feb, 2025 05:21:30 PM	16 Feb, 2025 10:22:02 PM	0:09:04		Internal
595160785344			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Feb, 2025 02:31:03 AM	18 Feb, 2025 05:23:06 PM	12 Feb, 2025 06:22:46 PM	0:03:18		Internal
595160785344			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Feb, 2025 02:31:03 AM	18 Feb, 2025 05:23:06 PM	12 Feb, 2025 06:22:46 PM	0:03:18		Internal
595160785344			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Feb, 2025 02:31:03 AM	18 Feb, 2025 05:23:06 PM	12 Feb, 2025 06:22:46 PM	0:03:18		Internal
595160785344			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Feb, 2025 02:31:03 AM	18 Feb, 2025 05:23:06 PM	12 Feb, 2025 06:22:46 PM	0:03:18		Internal
595160785344			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Feb, 2025 02:31:03 AM	18 Feb, 2025 05:23:06 PM	12 Feb, 2025 06:22:46 PM	0:03:18		Internal
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595160785344			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Feb, 2025 02:31:03 AM	18 Feb, 2025 05:23:06 PM	12 Feb, 2025 06:22:46 PM	0:03:18		Internal
595160785344			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Feb, 2025 02:31:03 AM	18 Feb, 2025 05:23:06 PM	12 Feb, 2025 06:22:46 PM	0:03:18		Internal
595160785344			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Feb, 2025 02:31:03 AM	18 Feb, 2025 05:23:06 PM	12 Feb, 2025 06:22:46 PM	0:03:18		Internal
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595160785344			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Feb, 2025 02:31:03 AM	18 Feb, 2025 05:23:06 PM	12 Feb, 2025 06:22:46 PM	0:03:18		Internal
595160785344			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Feb, 2025 02:31:03 AM	18 Feb, 2025 05:23:06 PM	12 Feb, 2025 06:22:46 PM	0:03:18		Internal
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595160785344			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Feb, 2025 02:31:03 AM	18 Feb, 2025 05:23:06 PM	12 Feb, 2025 06:22:46 PM	0:03:18		Internal
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595160785344			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Feb, 2025 02:31:03 AM	18 Feb, 2025 05:23:06 PM	12 Feb, 2025 06:22:46 PM	0:03:18		Internal
595160785344			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Feb, 2025 02:31:03 AM	18 Feb, 2025 05:23:06 PM	12 Feb, 2025 06:22:46 PM	0:03:18		Internal
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595160785344			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Feb, 2025 02:31:03 AM	18 Feb, 2025 05:23:06 PM	12 Feb, 2025 06:22:46 PM	0:03:18		Internal
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595160785344			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Feb, 2025 02:31:03 AM	18 Feb, 2025 05:23:06 PM	12 Feb, 2025 06:22:46 PM	0:03:18		Internal
595160785344			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Feb, 2025 02:31:03 AM	18 Feb, 2025 05:23:06 PM	12 Feb, 2025 06:22:46 PM	0:03:18		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161281109	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
595161281109			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 05:36:16 PM	17 Feb, 2025 04:49:07 AM	0:09:00		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150750120			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 08:30:44 AM	18 Feb, 2025 06:01:56 PM	04 Feb, 2025 09:29:17 PM	0:03:06		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150829917	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150829917			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 08:30:52 PM	18 Feb, 2025 06:32:56 PM	05 Feb, 2025 03:27:35 PM	0:06:13		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
594150499453			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Feb, 2025 06:23:50 PM	18 Feb, 2025 07:10:02 PM	03 Feb, 2025 07:14:10 PM	0:02:41		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161306117	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
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595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
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595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
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595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161306117			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Feb, 2025 09:31:18 AM	18 Feb, 2025 07:20:48 PM	17 Feb, 2025 02:21:09 PM	0:03:57		Internal
595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
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595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
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595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
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595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
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595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
595161352081			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Feb, 2025 01:31:31 AM	18 Feb, 2025 08:08:47 PM	17 Feb, 2025 06:54:52 PM	0:02:31		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
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595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
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595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
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595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161224371			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Feb, 2025 11:00:52 AM	18 Feb, 2025 10:22:52 PM	16 Feb, 2025 06:15:33 PM	0:03:25		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
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595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161201174			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Feb, 2025 11:00:28 AM	18 Feb, 2025 10:37:18 PM	16 Feb, 2025 10:11:01 AM	0:04:31		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161345180	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
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595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
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595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
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595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161345180			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 01:57:09 PM	19 Feb, 2025 02:01:08 PM	17 Feb, 2025 06:10:59 PM	0:02:16		Internal
595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
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595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
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595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal

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595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		9 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		9 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		9 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
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595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		9 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		9 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		9 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
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595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		9 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		9 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		9 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
595161557946			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		9 Feb, 2025 02:25:11 PM	19 Feb, 2025 02:28:04 PM	18 Feb, 2025 08:56:02 PM	0:01:58		Internal
595161575913			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		9 Feb, 2025 03:02:53 PM	19 Feb, 2025 03:28:33 PM	18 Feb, 2025 09:47:20 PM	0:04:49		Internal
595161575913			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		9 Feb, 2025 03:02:53 PM	19 Feb, 2025 03:28:33 PM	18 Feb, 2025 09:47:20 PM	0:04:49		Internal
595161575913			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		9 Feb, 2025 03:02:53 PM	19 Feb, 2025 03:28:33 PM	18 Feb, 2025 09:47:20 PM	0:04:49		Internal
595161575913			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		9 Feb, 2025 03:02:53 PM	19 Feb, 2025 03:28:33 PM	18 Feb, 2025 09:47:20 PM	0:04:49		Internal
595161575913			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		9 Feb, 2025 03:02:53 PM	19 Feb, 2025 03:28:33 PM	18 Feb, 2025 09:47:20 PM	0:04:49		Internal
595161575913			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		9 Feb, 2025 03:02:53 PM	19 Feb, 2025 03:28:33 PM	18 Feb, 2025 09:47:20 PM	0:04:49		Internal
595161575913			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		9 Feb, 2025 03:02:53 PM	19 Feb, 2025 03:28:33 PM	18 Feb, 2025 09:47:20 PM	0:04:49		Internal
595161575913			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		9 Feb, 2025 03:02:53 PM	19 Feb, 2025 03:28:33 PM	18 Feb, 2025 09:47:20 PM	0:04:49		Internal
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595161501884			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 03:47:39 PM	19 Feb, 2025 04:04:21 PM	18 Feb, 2025 06:16:09 PM	0:05:34		Internal
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595161118427			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 04:06:24 PM	19 Feb, 2025 04:10:47 PM	14 Feb, 2025 08:03:28 PM	0:01:48		Internal
595161118427			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Feb, 2025 04:06:24 PM	19 Feb, 2025 04:10:47 PM	14 Feb, 2025 08:03:28 PM	0:01:48		Internal
595161118427			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Feb, 2025 04:06:24 PM	19 Feb, 2025 04:10:47 PM	14 Feb, 2025 08:03:28 PM	0:01:48		Internal
595161118427			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 04:06:24 PM	19 Feb, 2025 04:10:47 PM	14 Feb, 2025 08:03:28 PM	0:01:48		Internal
595161118427			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Feb, 2025 04:06:24 PM	19 Feb, 2025 04:10:47 PM	14 Feb, 2025 08:03:28 PM	0:01:48		Internal
595161118427			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 04:06:24 PM	19 Feb, 2025 04:10:47 PM	14 Feb, 2025 08:03:28 PM	0:01:48		Internal
595161118427			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 04:06:24 PM	19 Feb, 2025 04:10:47 PM	14 Feb, 2025 08:03:28 PM	0:01:48		Internal
595161376353			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
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595161376353			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal

Master Contact	Agent Name	Team	Skill	■	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161376353	[redacted]		CTE_Res_Outage		[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage			Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage			Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
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595161376353			CTE_Res_Outage			Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage			Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage			Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage			Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage			Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage			Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage			Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161376353			CTE_Res_Outage			Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 04:47:30 PM	19 Feb, 2025 04:52:55 PM	17 Feb, 2025 09:44:17 PM	0:02:42		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
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595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage			Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161352058	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161352058			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 04:58:08 PM	19 Feb, 2025 05:03:00 PM	17 Feb, 2025 06:54:43 PM	0:01:56		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
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595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
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595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
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595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161304771			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 05:59:47 PM	19 Feb, 2025 06:07:24 PM	17 Feb, 2025 02:07:57 PM	0:02:31		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161294617	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
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595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161294617			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 06:11:07 PM	19 Feb, 2025 06:16:08 PM	17 Feb, 2025 01:04:46 PM	0:02:34		Internal
595161349083			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 08:31:11 AM	19 Feb, 2025 07:23:06 PM	17 Feb, 2025 06:36:39 PM	0:06:28		Internal
595161349083			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 08:31:11 AM	19 Feb, 2025 07:23:06 PM	17 Feb, 2025 06:36:39 PM	0:06:28		Internal
595161349083			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 08:31:11 AM	19 Feb, 2025 07:23:06 PM	17 Feb, 2025 06:36:39 PM	0:06:28		Internal
595161349083			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 08:31:11 AM	19 Feb, 2025 07:23:06 PM	17 Feb, 2025 06:36:39 PM	0:06:28		Internal
595161349083			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 08:31:11 AM	19 Feb, 2025 07:23:06 PM	17 Feb, 2025 06:36:39 PM	0:06:28		Internal
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595161349083			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Feb, 2025 08:31:11 AM	19 Feb, 2025 07:23:06 PM	17 Feb, 2025 06:36:39 PM	0:06:28		Internal
595161349083			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 08:31:11 AM	19 Feb, 2025 07:23:06 PM	17 Feb, 2025 06:36:39 PM	0:06:28		Internal
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595161349083			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 08:31:11 AM	19 Feb, 2025 07:23:06 PM	17 Feb, 2025 06:36:39 PM	0:06:28		Internal
595161349083			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 08:31:11 AM	19 Feb, 2025 07:23:06 PM	17 Feb, 2025 06:36:39 PM	0:06:28		Internal
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595161349083			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 08:31:11 AM	19 Feb, 2025 07:23:06 PM	17 Feb, 2025 06:36:39 PM	0:06:28		Internal
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595161349083			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 08:31:11 AM	19 Feb, 2025 07:23:06 PM	17 Feb, 2025 06:36:39 PM	0:06:28		Internal
595161349083			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Feb, 2025 08:31:11 AM	19 Feb, 2025 07:23:06 PM	17 Feb, 2025 06:36:39 PM	0:06:28		Internal
595161349083			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Feb, 2025 08:31:11 AM	19 Feb, 2025 07:23:06 PM	17 Feb, 2025 06:36:39 PM	0:06:28		Internal
595161349083			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 08:31:11 AM	19 Feb, 2025 07:23:06 PM	17 Feb, 2025 06:36:39 PM	0:06:28		Internal
595161349083			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Feb, 2025 08:31:11 AM	19 Feb, 2025 07:23:06 PM	17 Feb, 2025 06:36:39 PM	0:06:28		Internal
595161349083			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 08:31:11 AM	19 Feb, 2025 07:23:06 PM	17 Feb, 2025 06:36:39 PM	0:06:28		Internal
595161349083			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 08:31:11 AM	19 Feb, 2025 07:23:06 PM	17 Feb, 2025 06:36:39 PM	0:06:28		Internal
595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal

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595161138902	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
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595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
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595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
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595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
595161138902			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 07:23:54 PM	19 Feb, 2025 07:28:51 PM	14 Feb, 2025 09:24:31 PM	0:02:37		Internal
595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
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595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
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595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161379535	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
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595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
595161379535			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 07:34:13 PM	19 Feb, 2025 07:40:54 PM	17 Feb, 2025 10:08:05 PM	0:02:41		Internal
595161355378			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 08:00:38 PM	19 Feb, 2025 08:05:19 PM	17 Feb, 2025 07:12:03 PM	0:02:31		Internal
595161355378			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 08:00:38 PM	19 Feb, 2025 08:05:19 PM	17 Feb, 2025 07:12:03 PM	0:02:31		Internal
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595161355378			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 08:00:38 PM	19 Feb, 2025 08:05:19 PM	17 Feb, 2025 07:12:03 PM	0:02:31		Internal
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595161355378			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Feb, 2025 08:00:38 PM	19 Feb, 2025 08:05:19 PM	17 Feb, 2025 07:12:03 PM	0:02:31		Internal
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595161355378			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 08:00:38 PM	19 Feb, 2025 08:05:19 PM	17 Feb, 2025 07:12:03 PM	0:02:31		Internal
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595161355378			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 08:00:38 PM	19 Feb, 2025 08:05:19 PM	17 Feb, 2025 07:12:03 PM	0:02:31		Internal
595161355378			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Feb, 2025 08:00:38 PM	19 Feb, 2025 08:05:19 PM	17 Feb, 2025 07:12:03 PM	0:02:31		Internal

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595161355378	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	19 Feb, 2025 08:00:38 PM	19 Feb, 2025 08:05:19 PM	17 Feb, 2025 07:12:03 PM	0:02:31		Internal
595161355378			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 08:00:38 PM	19 Feb, 2025 08:05:19 PM	17 Feb, 2025 07:12:03 PM	0:02:31		Internal
595161408609			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Feb, 2025 01:31:26 PM	19 Feb, 2025 08:12:48 PM	18 Feb, 2025 01:08:31 PM	0:07:08		Internal
595161408609			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Feb, 2025 01:31:26 PM	19 Feb, 2025 08:12:48 PM	18 Feb, 2025 01:08:31 PM	0:07:08		Internal
595161408609			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Feb, 2025 01:31:26 PM	19 Feb, 2025 08:12:48 PM	18 Feb, 2025 01:08:31 PM	0:07:08		Internal
595161408609			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Feb, 2025 01:31:26 PM	19 Feb, 2025 08:12:48 PM	18 Feb, 2025 01:08:31 PM	0:07:08		Internal
595161408609			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Feb, 2025 01:31:26 PM	19 Feb, 2025 08:12:48 PM	18 Feb, 2025 01:08:31 PM	0:07:08		Internal
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595161408609			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Feb, 2025 01:31:26 PM	19 Feb, 2025 08:12:48 PM	18 Feb, 2025 01:08:31 PM	0:07:08		Internal
595161408609			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Feb, 2025 01:31:26 PM	19 Feb, 2025 08:12:48 PM	18 Feb, 2025 01:08:31 PM	0:07:08		Internal
595161408609			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Feb, 2025 01:31:26 PM	19 Feb, 2025 08:12:48 PM	18 Feb, 2025 01:08:31 PM	0:07:08		Internal
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595161408609			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Feb, 2025 01:31:26 PM	19 Feb, 2025 08:12:48 PM	18 Feb, 2025 01:08:31 PM	0:07:08		Internal
595161408609			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Feb, 2025 01:31:26 PM	19 Feb, 2025 08:12:48 PM	18 Feb, 2025 01:08:31 PM	0:07:08		Internal
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595161408609			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Feb, 2025 01:31:26 PM	19 Feb, 2025 08:12:48 PM	18 Feb, 2025 01:08:31 PM	0:07:08		Internal
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595161408609			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Feb, 2025 01:31:26 PM	19 Feb, 2025 08:12:48 PM	18 Feb, 2025 01:08:31 PM	0:07:08		Internal
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595161253521			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 08:16:59 PM	19 Feb, 2025 08:22:28 PM	16 Feb, 2025 10:06:23 PM	0:02:07		Internal
595161253521			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 08:16:59 PM	19 Feb, 2025 08:22:28 PM	16 Feb, 2025 10:06:23 PM	0:02:07		Internal
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595161253521			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 08:16:59 PM	19 Feb, 2025 08:22:28 PM	16 Feb, 2025 10:06:23 PM	0:02:07		Internal
595161253521			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 08:16:59 PM	19 Feb, 2025 08:22:28 PM	16 Feb, 2025 10:06:23 PM	0:02:07		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595161216182			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 08:29:47 PM	19 Feb, 2025 08:33:04 PM	16 Feb, 2025 04:48:10 PM	0:02:35		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595160663205			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 05:31:28 PM	19 Feb, 2025 08:34:53 PM	11 Feb, 2025 09:02:57 PM	0:03:54		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161430230			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 04:31:11 PM	19 Feb, 2025 08:35:03 PM	18 Feb, 2025 02:50:13 PM	0:03:35		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161236829	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
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595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
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595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161236829			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Feb, 2025 03:00:48 AM	19 Feb, 2025 09:37:34 PM	16 Feb, 2025 07:51:25 PM	0:02:05		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
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595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161226170			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Feb, 2025 07:00:29 PM	19 Feb, 2025 09:43:19 PM	16 Feb, 2025 06:30:48 PM	0:02:40		Internal
595161706965			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal
595161706965			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal
595161706965			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal
595161706965			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal
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595161706965			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal
595161706965			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal
595161706965			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal
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595161706965			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal
595161706965			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161706965	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal
595161706965			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal
595161706965			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal
595161706965			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal
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595161706965			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal
595161706965			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal
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595161706965			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal
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595161706965			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal
595161706965			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 08:31:19 PM	19 Feb, 2025 09:58:33 PM	19 Feb, 2025 06:15:44 PM	0:07:24		Internal
594151353958			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 12:38:14 PM	20 Feb, 2025 12:59:54 PM	10 Feb, 2025 01:05:25 PM	0:04:53		Internal
594151353958			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 12:38:14 PM	20 Feb, 2025 12:59:54 PM	10 Feb, 2025 01:05:25 PM	0:04:53		Internal
594151353958			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 12:38:14 PM	20 Feb, 2025 12:59:54 PM	10 Feb, 2025 01:05:25 PM	0:04:53		Internal
594151353958			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 12:38:14 PM	20 Feb, 2025 12:59:54 PM	10 Feb, 2025 01:05:25 PM	0:04:53		Internal
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594151353958			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 12:38:14 PM	20 Feb, 2025 12:59:54 PM	10 Feb, 2025 01:05:25 PM	0:04:53		Internal
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594151353958			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 12:38:14 PM	20 Feb, 2025 12:59:54 PM	10 Feb, 2025 01:05:25 PM	0:04:53		Internal
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594151353958			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 12:38:14 PM	20 Feb, 2025 12:59:54 PM	10 Feb, 2025 01:05:25 PM	0:04:53		Internal
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594151353958			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 12:38:14 PM	20 Feb, 2025 12:59:54 PM	10 Feb, 2025 01:05:25 PM	0:04:53		Internal
594151353958			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 12:38:14 PM	20 Feb, 2025 12:59:54 PM	10 Feb, 2025 01:05:25 PM	0:04:53		Internal
594151353958			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 12:38:14 PM	20 Feb, 2025 12:59:54 PM	10 Feb, 2025 01:05:25 PM	0:04:53		Internal
594151353958			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 12:38:14 PM	20 Feb, 2025 12:59:54 PM	10 Feb, 2025 01:05:25 PM	0:04:53		Internal
594151353958			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 12:38:14 PM	20 Feb, 2025 12:59:54 PM	10 Feb, 2025 01:05:25 PM	0:04:53		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161043854	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
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595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
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595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
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595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161043854			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 01:29:19 PM	20 Feb, 2025 01:32:10 PM	14 Feb, 2025 02:37:58 PM	0:02:23		Internal
595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
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595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
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595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
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595161371394	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
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595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
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595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
595161371394			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 01:36:00 PM	20 Feb, 2025 01:41:15 PM	17 Feb, 2025 09:06:34 PM	0:02:00		Internal
594151179720			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 01:11:58 PM	20 Feb, 2025 01:43:44 PM	07 Feb, 2025 04:13:44 PM	0:04:24		Internal
594151179720			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 01:11:58 PM	20 Feb, 2025 01:43:44 PM	07 Feb, 2025 04:13:44 PM	0:04:24		Internal
594151179720			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 01:11:58 PM	20 Feb, 2025 01:43:44 PM	07 Feb, 2025 04:13:44 PM	0:04:24		Internal
594151179720			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 01:11:58 PM	20 Feb, 2025 01:43:44 PM	07 Feb, 2025 04:13:44 PM	0:04:24		Internal
594151179720			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 01:11:58 PM	20 Feb, 2025 01:43:44 PM	07 Feb, 2025 04:13:44 PM	0:04:24		Internal
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594151179720			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 01:11:58 PM	20 Feb, 2025 01:43:44 PM	07 Feb, 2025 04:13:44 PM	0:04:24		Internal
594151179720			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 01:11:58 PM	20 Feb, 2025 01:43:44 PM	07 Feb, 2025 04:13:44 PM	0:04:24		Internal
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594151179720			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 01:11:58 PM	20 Feb, 2025 01:43:44 PM	07 Feb, 2025 04:13:44 PM	0:04:24		Internal
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594151179720			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 01:11:58 PM	20 Feb, 2025 01:43:44 PM	07 Feb, 2025 04:13:44 PM	0:04:24		Internal
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594151179720			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 01:11:58 PM	20 Feb, 2025 01:43:44 PM	07 Feb, 2025 04:13:44 PM	0:04:24		Internal
595161784367			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 12:01:08 PM	20 Feb, 2025 02:05:37 PM	19 Feb, 2025 10:56:47 PM	0:03:00		Internal
595161784367			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 12:01:08 PM	20 Feb, 2025 02:05:37 PM	19 Feb, 2025 10:56:47 PM	0:03:00		Internal

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595161784367	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	20 Feb, 2025 12:01:08 PM	20 Feb, 2025 02:05:37 PM	19 Feb, 2025 10:56:47 PM	0:03:00		Internal
595161784367			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 12:01:08 PM	20 Feb, 2025 02:05:37 PM	19 Feb, 2025 10:56:47 PM	0:03:00		Internal
595161784367			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 12:01:08 PM	20 Feb, 2025 02:05:37 PM	19 Feb, 2025 10:56:47 PM	0:03:00		Internal
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595161784367			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 12:01:08 PM	20 Feb, 2025 02:05:37 PM	19 Feb, 2025 10:56:47 PM	0:03:00		Internal
595161784367			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 12:01:08 PM	20 Feb, 2025 02:05:37 PM	19 Feb, 2025 10:56:47 PM	0:03:00		Internal
595161784367			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 12:01:08 PM	20 Feb, 2025 02:05:37 PM	19 Feb, 2025 10:56:47 PM	0:03:00		Internal
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595161784367			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 12:01:08 PM	20 Feb, 2025 02:05:37 PM	19 Feb, 2025 10:56:47 PM	0:03:00		Internal
595161784367			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 12:01:08 PM	20 Feb, 2025 02:05:37 PM	19 Feb, 2025 10:56:47 PM	0:03:00		Internal
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595161784367			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 12:01:08 PM	20 Feb, 2025 02:05:37 PM	19 Feb, 2025 10:56:47 PM	0:03:00		Internal
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595161784367			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 12:01:08 PM	20 Feb, 2025 02:05:37 PM	19 Feb, 2025 10:56:47 PM	0:03:00		Internal
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595161784367			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 12:01:08 PM	20 Feb, 2025 02:05:37 PM	19 Feb, 2025 10:56:47 PM	0:03:00		Internal
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595160566653			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Feb, 2025 11:31:35 PM	20 Feb, 2025 02:11:27 PM	11 Feb, 2025 02:55:25 PM	0:02:39		Internal
595160566653			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Feb, 2025 11:31:35 PM	20 Feb, 2025 02:11:27 PM	11 Feb, 2025 02:55:25 PM	0:02:39		Internal
595160566653			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Feb, 2025 11:31:35 PM	20 Feb, 2025 02:11:27 PM	11 Feb, 2025 02:55:25 PM	0:02:39		Internal
595160566653			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Feb, 2025 11:31:35 PM	20 Feb, 2025 02:11:27 PM	11 Feb, 2025 02:55:25 PM	0:02:39		Internal
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595160566653			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Feb, 2025 11:31:35 PM	20 Feb, 2025 02:11:27 PM	11 Feb, 2025 02:55:25 PM	0:02:39		Internal
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595160566653			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Feb, 2025 11:31:35 PM	20 Feb, 2025 02:11:27 PM	11 Feb, 2025 02:55:25 PM	0:02:39		Internal
595160566653			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Feb, 2025 11:31:35 PM	20 Feb, 2025 02:11:27 PM	11 Feb, 2025 02:55:25 PM	0:02:39		Internal
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595160566653	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	12 Feb, 2025 11:31:35 PM	20 Feb, 2025 02:11:27 PM	11 Feb, 2025 02:55:25 PM	0:02:39		Internal
595160566653			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Feb, 2025 11:31:35 PM	20 Feb, 2025 02:11:27 PM	11 Feb, 2025 02:55:25 PM	0:02:39		Internal
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595160566653			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Feb, 2025 11:31:35 PM	20 Feb, 2025 02:11:27 PM	11 Feb, 2025 02:55:25 PM	0:02:39		Internal
595160566653			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Feb, 2025 11:31:35 PM	20 Feb, 2025 02:11:27 PM	11 Feb, 2025 02:55:25 PM	0:02:39		Internal
595161267091			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Feb, 2025 03:00:48 AM	20 Feb, 2025 02:15:36 PM	17 Feb, 2025 12:33:19 AM	0:03:35		Internal
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595161267091			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Feb, 2025 03:00:48 AM	20 Feb, 2025 02:15:36 PM	17 Feb, 2025 12:33:19 AM	0:03:35		Internal
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594151384989			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:31:03 PM	20 Feb, 2025 02:45:36 PM	10 Feb, 2025 03:25:02 PM	0:06:11		Internal
594151384989			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 04:31:03 PM	20 Feb, 2025 02:45:36 PM	10 Feb, 2025 03:25:02 PM	0:06:11		Internal
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594151384989			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		0 Feb, 2025 04:31:03 PM	20 Feb, 2025 02:45:36 PM	10 Feb, 2025 03:25:02 PM	0:06:11		Internal
594151384989			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		0 Feb, 2025 04:31:03 PM	20 Feb, 2025 02:45:36 PM	10 Feb, 2025 03:25:02 PM	0:06:11		Internal
594151384989			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		0 Feb, 2025 04:31:03 PM	20 Feb, 2025 02:45:36 PM	10 Feb, 2025 03:25:02 PM	0:06:11		Internal
594151384989			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		0 Feb, 2025 04:31:03 PM	20 Feb, 2025 02:45:36 PM	10 Feb, 2025 03:25:02 PM	0:06:11		Internal
594151384989			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		0 Feb, 2025 04:31:03 PM	20 Feb, 2025 02:45:36 PM	10 Feb, 2025 03:25:02 PM	0:06:11		Internal
594151384989			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		0 Feb, 2025 04:31:03 PM	20 Feb, 2025 02:45:36 PM	10 Feb, 2025 03:25:02 PM	0:06:11		Internal
594151384989			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		0 Feb, 2025 04:31:03 PM	20 Feb, 2025 02:45:36 PM	10 Feb, 2025 03:25:02 PM	0:06:11		Internal
594151384989			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		0 Feb, 2025 04:31:03 PM	20 Feb, 2025 02:45:36 PM	10 Feb, 2025 03:25:02 PM	0:06:11		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
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595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		8 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161411527	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	18 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161411527			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Feb, 2025 05:31:31 PM	20 Feb, 2025 02:58:29 PM	18 Feb, 2025 01:14:52 PM	0:06:42		Internal
595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
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595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
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595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
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595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
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595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
595161199690			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Feb, 2025 07:00:29 AM	20 Feb, 2025 02:59:42 PM	16 Feb, 2025 06:02:31 AM	0:03:03		Internal
595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
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595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
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595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
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595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
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595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
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595161283492	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
595161283492			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 03:06:58 PM	20 Feb, 2025 03:11:01 PM	17 Feb, 2025 07:04:40 AM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
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594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
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594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
594151235154			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 03:21:53 PM	20 Feb, 2025 03:26:30 PM	07 Feb, 2025 07:54:24 PM	0:02:30		Internal
595161349161			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 03:38:44 PM	20 Feb, 2025 03:42:19 PM	17 Feb, 2025 06:37:31 PM	0:02:49		Internal
595161349161			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 03:38:44 PM	20 Feb, 2025 03:42:19 PM	17 Feb, 2025 06:37:31 PM	0:02:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161349161	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	20 Feb, 2025 03:38:44 PM	20 Feb, 2025 03:42:19 PM	17 Feb, 2025 06:37:31 PM	0:02:49		Internal
595161349161			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 03:38:44 PM	20 Feb, 2025 03:42:19 PM	17 Feb, 2025 06:37:31 PM	0:02:49		Internal
595161349161			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 03:38:44 PM	20 Feb, 2025 03:42:19 PM	17 Feb, 2025 06:37:31 PM	0:02:49		Internal
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595161349161			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 03:38:44 PM	20 Feb, 2025 03:42:19 PM	17 Feb, 2025 06:37:31 PM	0:02:49		Internal
595161349161			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 03:38:44 PM	20 Feb, 2025 03:42:19 PM	17 Feb, 2025 06:37:31 PM	0:02:49		Internal
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595161349161			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 03:38:44 PM	20 Feb, 2025 03:42:19 PM	17 Feb, 2025 06:37:31 PM	0:02:49		Internal
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595161349161			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 03:38:44 PM	20 Feb, 2025 03:42:19 PM	17 Feb, 2025 06:37:31 PM	0:02:49		Internal
595161349161			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 03:38:44 PM	20 Feb, 2025 03:42:19 PM	17 Feb, 2025 06:37:31 PM	0:02:49		Internal
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595161349161			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 03:38:44 PM	20 Feb, 2025 03:42:19 PM	17 Feb, 2025 06:37:31 PM	0:02:49		Internal
595161349161			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 03:38:44 PM	20 Feb, 2025 03:42:19 PM	17 Feb, 2025 06:37:31 PM	0:02:49		Internal
595161349161			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 03:38:44 PM	20 Feb, 2025 03:42:19 PM	17 Feb, 2025 06:37:31 PM	0:02:49		Internal
595161349161			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 03:38:44 PM	20 Feb, 2025 03:42:19 PM	17 Feb, 2025 06:37:31 PM	0:02:49		Internal
595161349161			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 03:38:44 PM	20 Feb, 2025 03:42:19 PM	17 Feb, 2025 06:37:31 PM	0:02:49		Internal
595161349161			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 03:38:44 PM	20 Feb, 2025 03:42:19 PM	17 Feb, 2025 06:37:31 PM	0:02:49		Internal
595161349161			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 03:38:44 PM	20 Feb, 2025 03:42:19 PM	17 Feb, 2025 06:37:31 PM	0:02:49		Internal
595161112677			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 03:55:45 PM	20 Feb, 2025 03:59:56 PM	14 Feb, 2025 07:35:20 PM	0:02:16		Internal
595161112677			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 03:55:45 PM	20 Feb, 2025 03:59:56 PM	14 Feb, 2025 07:35:20 PM	0:02:16		Internal
595161112677			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 03:55:45 PM	20 Feb, 2025 03:59:56 PM	14 Feb, 2025 07:35:20 PM	0:02:16		Internal
595161112677			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 03:55:45 PM	20 Feb, 2025 03:59:56 PM	14 Feb, 2025 07:35:20 PM	0:02:16		Internal
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595161112677			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 03:55:45 PM	20 Feb, 2025 03:59:56 PM	14 Feb, 2025 07:35:20 PM	0:02:16		Internal
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595161112677			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 03:55:45 PM	20 Feb, 2025 03:59:56 PM	14 Feb, 2025 07:35:20 PM	0:02:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161112677	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	20 Feb, 2025 03:55:45 PM	20 Feb, 2025 03:59:56 PM	14 Feb, 2025 07:35:20 PM	0:02:16		Internal
595161112677			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 03:55:45 PM	20 Feb, 2025 03:59:56 PM	14 Feb, 2025 07:35:20 PM	0:02:16		Internal
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595161112677			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 03:55:45 PM	20 Feb, 2025 03:59:56 PM	14 Feb, 2025 07:35:20 PM	0:02:16		Internal
595161112677			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 03:55:45 PM	20 Feb, 2025 03:59:56 PM	14 Feb, 2025 07:35:20 PM	0:02:16		Internal
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595161112677			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 03:55:45 PM	20 Feb, 2025 03:59:56 PM	14 Feb, 2025 07:35:20 PM	0:02:16		Internal
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595161112677			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 03:55:45 PM	20 Feb, 2025 03:59:56 PM	14 Feb, 2025 07:35:20 PM	0:02:16		Internal
595161112677			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 03:55:45 PM	20 Feb, 2025 03:59:56 PM	14 Feb, 2025 07:35:20 PM	0:02:16		Internal
595161599886			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 12:01:24 AM	20 Feb, 2025 04:18:16 PM	18 Feb, 2025 10:46:15 PM	0:06:14		Internal
595161599886			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 12:01:24 AM	20 Feb, 2025 04:18:16 PM	18 Feb, 2025 10:46:15 PM	0:06:14		Internal
595161599886			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 12:01:24 AM	20 Feb, 2025 04:18:16 PM	18 Feb, 2025 10:46:15 PM	0:06:14		Internal
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595161599886			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 12:01:24 AM	20 Feb, 2025 04:18:16 PM	18 Feb, 2025 10:46:15 PM	0:06:14		Internal
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595161599886			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 12:01:24 AM	20 Feb, 2025 04:18:16 PM	18 Feb, 2025 10:46:15 PM	0:06:14		Internal
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595161599886			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 12:01:24 AM	20 Feb, 2025 04:18:16 PM	18 Feb, 2025 10:46:15 PM	0:06:14		Internal
595161599886			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 12:01:24 AM	20 Feb, 2025 04:18:16 PM	18 Feb, 2025 10:46:15 PM	0:06:14		Internal
595161599886			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 12:01:24 AM	20 Feb, 2025 04:18:16 PM	18 Feb, 2025 10:46:15 PM	0:06:14		Internal
595161599886			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 12:01:24 AM	20 Feb, 2025 04:18:16 PM	18 Feb, 2025 10:46:15 PM	0:06:14		Internal
595161599886			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 12:01:24 AM	20 Feb, 2025 04:18:16 PM	18 Feb, 2025 10:46:15 PM	0:06:14		Internal
595161599886			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 12:01:24 AM	20 Feb, 2025 04:18:16 PM	18 Feb, 2025 10:46:15 PM	0:06:14		Internal
595161599886			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 12:01:24 AM	20 Feb, 2025 04:18:16 PM	18 Feb, 2025 10:46:15 PM	0:06:14		Internal
595161599886			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 12:01:24 AM	20 Feb, 2025 04:18:16 PM	18 Feb, 2025 10:46:15 PM	0:06:14		Internal
595161564999			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161564999		CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999		CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999		CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999		CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999		CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
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595161564999		CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999		CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999		CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
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595161564999		CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999		CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999		CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999		CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999		CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999		CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999		CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161564999		CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 04:35:24 PM	20 Feb, 2025 04:41:05 PM	18 Feb, 2025 08:45:23 PM	0:02:38		Internal
595161066630		CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630		CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630		CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630		CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630		CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630		CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
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595161066630		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
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595161066630		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161066630	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
595161066630			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 04:46:16 PM	20 Feb, 2025 04:51:28 PM	14 Feb, 2025 04:06:01 PM	0:02:46		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
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594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
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594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
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594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
594150374841			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 01:30:38 PM	20 Feb, 2025 05:12:09 PM	03 Feb, 2025 01:02:58 PM	0:03:02		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal

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595161351367	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
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595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
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595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
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595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161351367			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Feb, 2025 09:31:16 AM	20 Feb, 2025 05:32:49 PM	17 Feb, 2025 06:51:45 PM	0:04:01		Internal
595161363977			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
595161363977			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
595161363977			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
595161363977			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
595161363977			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
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595161363977			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
595161363977			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
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595161363977			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
595161363977			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
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595161363977			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
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595161363977	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
595161363977			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
595161363977			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
595161363977			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
595161363977			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
595161363977			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
595161363977			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
595161363977			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 06:20:05 PM	20 Feb, 2025 06:24:29 PM	17 Feb, 2025 08:12:51 PM	0:02:11		Internal
595161420740			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 06:35:01 PM	20 Feb, 2025 06:40:05 PM	18 Feb, 2025 02:12:17 PM	0:02:12		Internal
595161420740			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 06:35:01 PM	20 Feb, 2025 06:40:05 PM	18 Feb, 2025 02:12:17 PM	0:02:12		Internal
595161420740			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 06:35:01 PM	20 Feb, 2025 06:40:05 PM	18 Feb, 2025 02:12:17 PM	0:02:12		Internal
595161420740			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 06:35:01 PM	20 Feb, 2025 06:40:05 PM	18 Feb, 2025 02:12:17 PM	0:02:12		Internal
595161420740			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 06:35:01 PM	20 Feb, 2025 06:40:05 PM	18 Feb, 2025 02:12:17 PM	0:02:12		Internal
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595161420740			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 06:35:01 PM	20 Feb, 2025 06:40:05 PM	18 Feb, 2025 02:12:17 PM	0:02:12		Internal
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595161420740			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 06:35:01 PM	20 Feb, 2025 06:40:05 PM	18 Feb, 2025 02:12:17 PM	0:02:12		Internal
595161420740			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 06:35:01 PM	20 Feb, 2025 06:40:05 PM	18 Feb, 2025 02:12:17 PM	0:02:12		Internal
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595161420740			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 06:35:01 PM	20 Feb, 2025 06:40:05 PM	18 Feb, 2025 02:12:17 PM	0:02:12		Internal
595161420740			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 06:35:01 PM	20 Feb, 2025 06:40:05 PM	18 Feb, 2025 02:12:17 PM	0:02:12		Internal
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595161420740			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 06:35:01 PM	20 Feb, 2025 06:40:05 PM	18 Feb, 2025 02:12:17 PM	0:02:12		Internal
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595161420740			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 06:35:01 PM	20 Feb, 2025 06:40:05 PM	18 Feb, 2025 02:12:17 PM	0:02:12		Internal
595161420740			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 06:35:01 PM	20 Feb, 2025 06:40:05 PM	18 Feb, 2025 02:12:17 PM	0:02:12		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
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594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal

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594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
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594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594150843416			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 08:30:50 PM	20 Feb, 2025 06:40:09 PM	05 Feb, 2025 04:14:39 PM	0:02:40		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151464573	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
594151464573			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 06:55:40 PM	20 Feb, 2025 07:15:29 PM	10 Feb, 2025 07:39:31 PM	0:03:41		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
595161371753			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 07:30:07 PM	20 Feb, 2025 07:32:42 PM	17 Feb, 2025 09:08:28 PM	0:02:59		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151399299	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
594151399299			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 04:31:00 PM	20 Feb, 2025 07:50:25 PM	10 Feb, 2025 04:12:50 PM	0:05:52		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
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595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal

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595161307582	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
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595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
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595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161307582			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 07:51:43 PM	20 Feb, 2025 08:00:10 PM	17 Feb, 2025 02:29:01 PM	0:02:10		Internal
595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
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595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
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595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
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595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
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595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161565706	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
595161565706			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 12:01:06 PM	20 Feb, 2025 08:02:15 PM	18 Feb, 2025 09:06:27 PM	0:02:28		Internal
595161581179			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 08:31:27 PM	20 Feb, 2025 08:10:32 PM	18 Feb, 2025 10:00:37 PM	0:02:32		Internal
595161581179			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 08:31:27 PM	20 Feb, 2025 08:10:32 PM	18 Feb, 2025 10:00:37 PM	0:02:32		Internal
595161581179			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 08:31:27 PM	20 Feb, 2025 08:10:32 PM	18 Feb, 2025 10:00:37 PM	0:02:32		Internal
595161581179			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 08:31:27 PM	20 Feb, 2025 08:10:32 PM	18 Feb, 2025 10:00:37 PM	0:02:32		Internal
595161581179			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 08:31:27 PM	20 Feb, 2025 08:10:32 PM	18 Feb, 2025 10:00:37 PM	0:02:32		Internal
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595161581179			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Feb, 2025 08:31:27 PM	20 Feb, 2025 08:10:32 PM	18 Feb, 2025 10:00:37 PM	0:02:32		Internal
595161581179			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 08:31:27 PM	20 Feb, 2025 08:10:32 PM	18 Feb, 2025 10:00:37 PM	0:02:32		Internal
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595161581179			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 08:31:27 PM	20 Feb, 2025 08:10:32 PM	18 Feb, 2025 10:00:37 PM	0:02:32		Internal
595161581179			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 08:31:27 PM	20 Feb, 2025 08:10:32 PM	18 Feb, 2025 10:00:37 PM	0:02:32		Internal
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595161581179			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Feb, 2025 08:31:27 PM	20 Feb, 2025 08:10:32 PM	18 Feb, 2025 10:00:37 PM	0:02:32		Internal
595161581179			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 08:31:27 PM	20 Feb, 2025 08:10:32 PM	18 Feb, 2025 10:00:37 PM	0:02:32		Internal
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595161581179			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 08:31:27 PM	20 Feb, 2025 08:10:32 PM	18 Feb, 2025 10:00:37 PM	0:02:32		Internal
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595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
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595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161382014	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
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595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
595161382014			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 08:26:48 PM	20 Feb, 2025 08:30:37 PM	17 Feb, 2025 10:30:04 PM	0:02:25		Internal
595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
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595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
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595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
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595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
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595161274068	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
595161274068			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 08:49:23 PM	20 Feb, 2025 09:01:22 PM	17 Feb, 2025 02:28:04 AM	0:02:40		Internal
595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal
595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal
595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal
595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal
595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal
595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal
595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal
595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal
595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal
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595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal
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595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal
595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal
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595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal
595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal
595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal
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595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal
595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal
595161410321			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 09:07:36 PM	20 Feb, 2025 09:12:23 PM	18 Feb, 2025 01:05:23 PM	0:02:19		Internal

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595160919020			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Feb, 2025 02:30:52 PM	20 Feb, 2025 09:27:44 PM	13 Feb, 2025 04:48:36 PM	0:09:42		Internal
595160919020			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Feb, 2025 02:30:52 PM	20 Feb, 2025 09:27:44 PM	13 Feb, 2025 04:48:36 PM	0:09:42		Internal
595160919020			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Feb, 2025 02:30:52 PM	20 Feb, 2025 09:27:44 PM	13 Feb, 2025 04:48:36 PM	0:09:42		Internal
595160919020			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Feb, 2025 02:30:52 PM	20 Feb, 2025 09:27:44 PM	13 Feb, 2025 04:48:36 PM	0:09:42		Internal
595160919020			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Feb, 2025 02:30:52 PM	20 Feb, 2025 09:27:44 PM	13 Feb, 2025 04:48:36 PM	0:09:42		Internal
595160919020			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Feb, 2025 02:30:52 PM	20 Feb, 2025 09:27:44 PM	13 Feb, 2025 04:48:36 PM	0:09:42		Internal
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595160919020			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Feb, 2025 02:30:52 PM	20 Feb, 2025 09:27:44 PM	13 Feb, 2025 04:48:36 PM	0:09:42		Internal
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595160919020			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Feb, 2025 02:30:52 PM	20 Feb, 2025 09:27:44 PM	13 Feb, 2025 04:48:36 PM	0:09:42		Internal
595160919020			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Feb, 2025 02:30:52 PM	20 Feb, 2025 09:27:44 PM	13 Feb, 2025 04:48:36 PM	0:09:42		Internal
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595160919020			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Feb, 2025 02:30:52 PM	20 Feb, 2025 09:27:44 PM	13 Feb, 2025 04:48:36 PM	0:09:42		Internal
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595160919020			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Feb, 2025 02:30:52 PM	20 Feb, 2025 09:27:44 PM	13 Feb, 2025 04:48:36 PM	0:09:42		Internal
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595160919020			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Feb, 2025 02:30:52 PM	20 Feb, 2025 09:27:44 PM	13 Feb, 2025 04:48:36 PM	0:09:42		Internal
595160919020			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Feb, 2025 02:30:52 PM	20 Feb, 2025 09:27:44 PM	13 Feb, 2025 04:48:36 PM	0:09:42		Internal
595160919020			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Feb, 2025 02:30:52 PM	20 Feb, 2025 09:27:44 PM	13 Feb, 2025 04:48:36 PM	0:09:42		Internal
595160919020			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Feb, 2025 02:30:52 PM	20 Feb, 2025 09:27:44 PM	13 Feb, 2025 04:48:36 PM	0:09:42		Internal
595160919020			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Feb, 2025 02:30:52 PM	20 Feb, 2025 09:27:44 PM	13 Feb, 2025 04:48:36 PM	0:09:42		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
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594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150846304			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 09:01:12 PM	20 Feb, 2025 09:34:13 PM	05 Feb, 2025 04:22:09 PM	0:08:03		Internal
594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150993778	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
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594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
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594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
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594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
594150993778			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Feb, 2025 03:00:53 AM	20 Feb, 2025 09:39:07 PM	06 Feb, 2025 02:59:00 PM	0:02:13		Internal
594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
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594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
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594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
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594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
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594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
594151395497			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 04:00:57 PM	20 Feb, 2025 09:47:46 PM	10 Feb, 2025 03:59:25 PM	0:06:47		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150920157	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
594150920157			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 12:17:00 PM	21 Feb, 2025 01:04:00 PM	05 Feb, 2025 08:38:35 PM	0:05:41		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
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595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
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595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161633950	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
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595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161633950			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 01:20:12 PM	21 Feb, 2025 01:30:57 PM	19 Feb, 2025 02:15:51 PM	0:02:20		Internal
595161677131			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
595161677131			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
595161677131			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
595161677131			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
595161677131			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
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595161677131			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
595161677131			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
595161677131			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
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595161677131			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
595161677131			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
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595161677131			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
595161677131			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
595161677131			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
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595161677131			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
595161677131			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
595161677131			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal

Master Contac	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161677131	CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
595161677131	CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
595161677131	CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
595161677131	CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 01:39:44 PM	21 Feb, 2025 01:45:55 PM	19 Feb, 2025 04:26:45 PM	0:01:40		Internal
595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
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595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
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595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
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595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
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595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
595161482286	CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 01:53:16 PM	21 Feb, 2025 01:57:29 PM	18 Feb, 2025 05:23:04 PM	0:02:19		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161256181	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161256181			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	20 Feb, 2025 02:12:11 PM	21 Feb, 2025 02:05:03 PM	16 Feb, 2025 10:43:59 PM	0:05:01		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
595161258144			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	17 Feb, 2025 03:01:01 PM	21 Feb, 2025 02:06:50 PM	16 Feb, 2025 10:52:25 PM	0:07:05		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150779452	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594150779452			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 08:30:43 AM	21 Feb, 2025 02:09:50 PM	04 Feb, 2025 11:05:02 PM	0:04:18		Internal
594151541780			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 02:44:47 PM	21 Feb, 2025 02:59:12 PM	11 Feb, 2025 01:16:34 PM	0:05:28		Internal
594151541780			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Feb, 2025 02:44:47 PM	21 Feb, 2025 02:59:12 PM	11 Feb, 2025 01:16:34 PM	0:05:28		Internal
594151541780			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Feb, 2025 02:44:47 PM	21 Feb, 2025 02:59:12 PM	11 Feb, 2025 01:16:34 PM	0:05:28		Internal
594151541780			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Feb, 2025 02:44:47 PM	21 Feb, 2025 02:59:12 PM	11 Feb, 2025 01:16:34 PM	0:05:28		Internal
594151541780			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Feb, 2025 02:44:47 PM	21 Feb, 2025 02:59:12 PM	11 Feb, 2025 01:16:34 PM	0:05:28		Internal
594151541780			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Feb, 2025 02:44:47 PM	21 Feb, 2025 02:59:12 PM	11 Feb, 2025 01:16:34 PM	0:05:28		Internal
594151541780			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Feb, 2025 02:44:47 PM	21 Feb, 2025 02:59:12 PM	11 Feb, 2025 01:16:34 PM	0:05:28		Internal
594151541780			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Feb, 2025 02:44:47 PM	21 Feb, 2025 02:59:12 PM	11 Feb, 2025 01:16:34 PM	0:05:28		Internal
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594151541780			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Feb, 2025 02:44:47 PM	21 Feb, 2025 02:59:12 PM	11 Feb, 2025 01:16:34 PM	0:05:28		Internal
594151541780			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Feb, 2025 02:44:47 PM	21 Feb, 2025 02:59:12 PM	11 Feb, 2025 01:16:34 PM	0:05:28		Internal
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594151541780			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Feb, 2025 02:44:47 PM	21 Feb, 2025 02:59:12 PM	11 Feb, 2025 01:16:34 PM	0:05:28		Internal
594151541780			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 02:44:47 PM	21 Feb, 2025 02:59:12 PM	11 Feb, 2025 01:16:34 PM	0:05:28		Internal
594151541780			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 02:44:47 PM	21 Feb, 2025 02:59:12 PM	11 Feb, 2025 01:16:34 PM	0:05:28		Internal
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594151541780			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 02:44:47 PM	21 Feb, 2025 02:59:12 PM	11 Feb, 2025 01:16:34 PM	0:05:28		Internal
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594151541780			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 02:44:47 PM	21 Feb, 2025 02:59:12 PM	11 Feb, 2025 01:16:34 PM	0:05:28		Internal
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594151541780			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 02:44:47 PM	21 Feb, 2025 02:59:12 PM	11 Feb, 2025 01:16:34 PM	0:05:28		Internal
595161696737			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 03:02:01 PM	21 Feb, 2025 03:05:23 PM	19 Feb, 2025 05:36:19 PM	0:02:37		Internal
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594151543787			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 03:08:08 PM	21 Feb, 2025 03:19:27 PM	11 Feb, 2025 01:28:56 PM	0:06:51		Internal
594151543787			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Feb, 2025 03:08:08 PM	21 Feb, 2025 03:19:27 PM	11 Feb, 2025 01:28:56 PM	0:06:51		Internal
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595161388838			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 03:53:01 PM	21 Feb, 2025 03:56:27 PM	17 Feb, 2025 11:54:56 PM	0:02:42		Internal
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595161388838			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 03:53:01 PM	21 Feb, 2025 03:56:27 PM	17 Feb, 2025 11:54:56 PM	0:02:42		Internal
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595161388838			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Feb, 2025 03:53:01 PM	21 Feb, 2025 03:56:27 PM	17 Feb, 2025 11:54:56 PM	0:02:42		Internal
595161388838			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 03:53:01 PM	21 Feb, 2025 03:56:27 PM	17 Feb, 2025 11:54:56 PM	0:02:42		Internal
595161388838			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Feb, 2025 03:53:01 PM	21 Feb, 2025 03:56:27 PM	17 Feb, 2025 11:54:56 PM	0:02:42		Internal
595161388838			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Feb, 2025 03:53:01 PM	21 Feb, 2025 03:56:27 PM	17 Feb, 2025 11:54:56 PM	0:02:42		Internal
595161388838			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 03:53:01 PM	21 Feb, 2025 03:56:27 PM	17 Feb, 2025 11:54:56 PM	0:02:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161388838	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	21 Feb, 2025 03:53:01 PM	21 Feb, 2025 03:56:27 PM	17 Feb, 2025 11:54:56 PM	0:02:42		Internal
595161388838			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 03:53:01 PM	21 Feb, 2025 03:56:27 PM	17 Feb, 2025 11:54:56 PM	0:02:42		Internal
595161388838			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 03:53:01 PM	21 Feb, 2025 03:56:27 PM	17 Feb, 2025 11:54:56 PM	0:02:42		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161656398			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 04:22:18 PM	21 Feb, 2025 04:29:35 PM	19 Feb, 2025 03:50:38 PM	0:02:34		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161373626	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161373626			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Feb, 2025 11:00:58 PM	21 Feb, 2025 05:01:11 PM	17 Feb, 2025 09:22:09 PM	0:02:09		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161395974	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161395974			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 05:07:35 PM	21 Feb, 2025 05:14:21 PM	18 Feb, 2025 02:14:23 AM	0:02:44		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
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595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
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595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161750811			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 12:01:06 PM	21 Feb, 2025 05:21:32 PM	19 Feb, 2025 09:15:43 PM	0:02:07		Internal
595161733234			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 05:26:34 PM	21 Feb, 2025 05:31:37 PM	19 Feb, 2025 08:07:14 PM	0:02:44		Internal
595161733234			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Feb, 2025 05:26:34 PM	21 Feb, 2025 05:31:37 PM	19 Feb, 2025 08:07:14 PM	0:02:44		Internal
595161733234			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Feb, 2025 05:26:34 PM	21 Feb, 2025 05:31:37 PM	19 Feb, 2025 08:07:14 PM	0:02:44		Internal
595161733234			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Feb, 2025 05:26:34 PM	21 Feb, 2025 05:31:37 PM	19 Feb, 2025 08:07:14 PM	0:02:44		Internal
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595161733234			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Feb, 2025 05:26:34 PM	21 Feb, 2025 05:31:37 PM	19 Feb, 2025 08:07:14 PM	0:02:44		Internal
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595161733234	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	21 Feb, 2025 05:26:34 PM	21 Feb, 2025 05:31:37 PM	19 Feb, 2025 08:07:14 PM	0:02:44		Internal
595161733234			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Feb, 2025 05:26:34 PM	21 Feb, 2025 05:31:37 PM	19 Feb, 2025 08:07:14 PM	0:02:44		Internal
595161733234			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Feb, 2025 05:26:34 PM	21 Feb, 2025 05:31:37 PM	19 Feb, 2025 08:07:14 PM	0:02:44		Internal
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595161733234			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Feb, 2025 05:26:34 PM	21 Feb, 2025 05:31:37 PM	19 Feb, 2025 08:07:14 PM	0:02:44		Internal
595161733234			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 05:26:34 PM	21 Feb, 2025 05:31:37 PM	19 Feb, 2025 08:07:14 PM	0:02:44		Internal
595161733234			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 05:26:34 PM	21 Feb, 2025 05:31:37 PM	19 Feb, 2025 08:07:14 PM	0:02:44		Internal
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595161733234			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 05:26:34 PM	21 Feb, 2025 05:31:37 PM	19 Feb, 2025 08:07:14 PM	0:02:44		Internal
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595161733234			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 05:26:34 PM	21 Feb, 2025 05:31:37 PM	19 Feb, 2025 08:07:14 PM	0:02:44		Internal
595161733234			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Feb, 2025 05:26:34 PM	21 Feb, 2025 05:31:37 PM	19 Feb, 2025 08:07:14 PM	0:02:44		Internal
595161733234			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 05:26:34 PM	21 Feb, 2025 05:31:37 PM	19 Feb, 2025 08:07:14 PM	0:02:44		Internal
595161733234			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 05:26:34 PM	21 Feb, 2025 05:31:37 PM	19 Feb, 2025 08:07:14 PM	0:02:44		Internal
594150831184			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 01:01:08 AM	21 Feb, 2025 05:40:42 PM	05 Feb, 2025 03:46:08 PM	0:03:29		Internal
594150831184			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 01:01:08 AM	21 Feb, 2025 05:40:42 PM	05 Feb, 2025 03:46:08 PM	0:03:29		Internal
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594150831184			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 01:01:08 AM	21 Feb, 2025 05:40:42 PM	05 Feb, 2025 03:46:08 PM	0:03:29		Internal
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594150831184			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 01:01:08 AM	21 Feb, 2025 05:40:42 PM	05 Feb, 2025 03:46:08 PM	0:03:29		Internal
594150831184			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 01:01:08 AM	21 Feb, 2025 05:40:42 PM	05 Feb, 2025 03:46:08 PM	0:03:29		Internal
594150831184			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 01:01:08 AM	21 Feb, 2025 05:40:42 PM	05 Feb, 2025 03:46:08 PM	0:03:29		Internal
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594150831184			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 01:01:08 AM	21 Feb, 2025 05:40:42 PM	05 Feb, 2025 03:46:08 PM	0:03:29		Internal
594150831184			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 01:01:08 AM	21 Feb, 2025 05:40:42 PM	05 Feb, 2025 03:46:08 PM	0:03:29		Internal
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594150831184			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 01:01:08 AM	21 Feb, 2025 05:40:42 PM	05 Feb, 2025 03:46:08 PM	0:03:29		Internal
594150831184			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 01:01:08 AM	21 Feb, 2025 05:40:42 PM	05 Feb, 2025 03:46:08 PM	0:03:29		Internal
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594150831184			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 01:01:08 AM	21 Feb, 2025 05:40:42 PM	05 Feb, 2025 03:46:08 PM	0:03:29		Internal
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594150831184			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 01:01:08 AM	21 Feb, 2025 05:40:42 PM	05 Feb, 2025 03:46:08 PM	0:03:29		Internal
594150831184			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 01:01:08 AM	21 Feb, 2025 05:40:42 PM	05 Feb, 2025 03:46:08 PM	0:03:29		Internal
594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
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594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
594150609293			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 06:33:14 PM	21 Feb, 2025 06:46:56 PM	04 Feb, 2025 02:10:29 PM	0:05:08		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161528281	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
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595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
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595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161528281			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 12:01:08 PM	21 Feb, 2025 06:47:52 PM	18 Feb, 2025 07:28:39 PM	0:09:02		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
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595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
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595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
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595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161257209	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161257209			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Feb, 2025 11:00:31 PM	21 Feb, 2025 09:01:00 PM	16 Feb, 2025 10:44:42 PM	0:04:38		Internal
595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
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595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
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595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
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595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
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595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
595161348325			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Feb, 2025 07:01:11 PM	21 Feb, 2025 09:23:52 PM	17 Feb, 2025 06:33:26 PM	0:03:20		Internal
595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
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595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
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595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
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595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
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595161369432	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
595161369432			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Feb, 2025 05:31:18 AM	21 Feb, 2025 09:24:45 PM	17 Feb, 2025 08:53:44 PM	0:04:26		Internal
595161346413			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Feb, 2025 05:31:20 AM	21 Feb, 2025 09:29:03 PM	17 Feb, 2025 06:19:07 PM	0:03:42		Internal
595161346413			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Feb, 2025 05:31:20 AM	21 Feb, 2025 09:29:03 PM	17 Feb, 2025 06:19:07 PM	0:03:42		Internal
595161346413			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Feb, 2025 05:31:20 AM	21 Feb, 2025 09:29:03 PM	17 Feb, 2025 06:19:07 PM	0:03:42		Internal
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595161346413			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Feb, 2025 05:31:20 AM	21 Feb, 2025 09:29:03 PM	17 Feb, 2025 06:19:07 PM	0:03:42		Internal
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595161346413			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Feb, 2025 05:31:20 AM	21 Feb, 2025 09:29:03 PM	17 Feb, 2025 06:19:07 PM	0:03:42		Internal
595161346413			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Feb, 2025 05:31:20 AM	21 Feb, 2025 09:29:03 PM	17 Feb, 2025 06:19:07 PM	0:03:42		Internal
595161408697			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Feb, 2025 05:17:51 PM	21 Feb, 2025 09:46:18 PM	18 Feb, 2025 01:02:48 PM	0:04:23		Internal
595161408697			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Feb, 2025 05:17:51 PM	21 Feb, 2025 09:46:18 PM	18 Feb, 2025 01:02:48 PM	0:04:23		Internal
595161408697			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Feb, 2025 05:17:51 PM	21 Feb, 2025 09:46:18 PM	18 Feb, 2025 01:02:48 PM	0:04:23		Internal
595161408697			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Feb, 2025 05:17:51 PM	21 Feb, 2025 09:46:18 PM	18 Feb, 2025 01:02:48 PM	0:04:23		Internal
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595161408697			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Feb, 2025 05:17:51 PM	21 Feb, 2025 09:46:18 PM	18 Feb, 2025 01:02:48 PM	0:04:23		Internal
595161408697			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Feb, 2025 05:17:51 PM	21 Feb, 2025 09:46:18 PM	18 Feb, 2025 01:02:48 PM	0:04:23		Internal
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595161408697			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Feb, 2025 05:17:51 PM	21 Feb, 2025 09:46:18 PM	18 Feb, 2025 01:02:48 PM	0:04:23		Internal
595161408697			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Feb, 2025 05:17:51 PM	21 Feb, 2025 09:46:18 PM	18 Feb, 2025 01:02:48 PM	0:04:23		Internal
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595161408697			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Feb, 2025 05:17:51 PM	21 Feb, 2025 09:46:18 PM	18 Feb, 2025 01:02:48 PM	0:04:23		Internal
595161408697			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Feb, 2025 05:17:51 PM	21 Feb, 2025 09:46:18 PM	18 Feb, 2025 01:02:48 PM	0:04:23		Internal
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595161408697			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Feb, 2025 05:17:51 PM	21 Feb, 2025 09:46:18 PM	18 Feb, 2025 01:02:48 PM	0:04:23		Internal
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595161408697			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Feb, 2025 05:17:51 PM	21 Feb, 2025 09:46:18 PM	18 Feb, 2025 01:02:48 PM	0:04:23		Internal
595161445191			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Feb, 2025 05:31:35 PM	21 Feb, 2025 09:54:16 PM	18 Feb, 2025 03:37:17 PM	0:03:52		Internal
595161445191			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Feb, 2025 05:31:35 PM	21 Feb, 2025 09:54:16 PM	18 Feb, 2025 03:37:17 PM	0:03:52		Internal
595161445191			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Feb, 2025 05:31:35 PM	21 Feb, 2025 09:54:16 PM	18 Feb, 2025 03:37:17 PM	0:03:52		Internal
595161445191			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Feb, 2025 05:31:35 PM	21 Feb, 2025 09:54:16 PM	18 Feb, 2025 03:37:17 PM	0:03:52		Internal
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595161445191			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Feb, 2025 05:31:35 PM	21 Feb, 2025 09:54:16 PM	18 Feb, 2025 03:37:17 PM	0:03:52		Internal
595161445191			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Feb, 2025 05:31:35 PM	21 Feb, 2025 09:54:16 PM	18 Feb, 2025 03:37:17 PM	0:03:52		Internal
595161445191			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Feb, 2025 05:31:35 PM	21 Feb, 2025 09:54:16 PM	18 Feb, 2025 03:37:17 PM	0:03:52		Internal
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595161445191			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Feb, 2025 05:31:35 PM	21 Feb, 2025 09:54:16 PM	18 Feb, 2025 03:37:17 PM	0:03:52		Internal
595161445191			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Feb, 2025 05:31:35 PM	21 Feb, 2025 09:54:16 PM	18 Feb, 2025 03:37:17 PM	0:03:52		Internal
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595161445191			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Feb, 2025 05:31:35 PM	21 Feb, 2025 09:54:16 PM	18 Feb, 2025 03:37:17 PM	0:03:52		Internal
595161445191			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Feb, 2025 05:31:35 PM	21 Feb, 2025 09:54:16 PM	18 Feb, 2025 03:37:17 PM	0:03:52		Internal
595161445191			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Feb, 2025 05:31:35 PM	21 Feb, 2025 09:54:16 PM	18 Feb, 2025 03:37:17 PM	0:03:52		Internal
595161445191			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Feb, 2025 05:31:35 PM	21 Feb, 2025 09:54:16 PM	18 Feb, 2025 03:37:17 PM	0:03:52		Internal
595161445191			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Feb, 2025 05:31:35 PM	21 Feb, 2025 09:54:16 PM	18 Feb, 2025 03:37:17 PM	0:03:52		Internal
595161445191			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Feb, 2025 05:31:35 PM	21 Feb, 2025 09:54:16 PM	18 Feb, 2025 03:37:17 PM	0:03:52		Internal
595161445191			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Feb, 2025 05:31:35 PM	21 Feb, 2025 09:54:16 PM	18 Feb, 2025 03:37:17 PM	0:03:52		Internal
595161445191			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Feb, 2025 05:31:35 PM	21 Feb, 2025 09:54:16 PM	18 Feb, 2025 03:37:17 PM	0:03:52		Internal
595161350089			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 04:31:06 AM	21 Feb, 2025 09:55:29 PM	17 Feb, 2025 06:42:32 PM	0:05:30		Internal
595161350089			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 04:31:06 AM	21 Feb, 2025 09:55:29 PM	17 Feb, 2025 06:42:32 PM	0:05:30		Internal
595161350089			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 04:31:06 AM	21 Feb, 2025 09:55:29 PM	17 Feb, 2025 06:42:32 PM	0:05:30		Internal
595161350089			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 04:31:06 AM	21 Feb, 2025 09:55:29 PM	17 Feb, 2025 06:42:32 PM	0:05:30		Internal
595161350089			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 04:31:06 AM	21 Feb, 2025 09:55:29 PM	17 Feb, 2025 06:42:32 PM	0:05:30		Internal
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595161350089	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	19 Feb, 2025 04:31:06 AM	21 Feb, 2025 09:55:29 PM	17 Feb, 2025 06:42:32 PM	0:05:30		Internal
595161350089			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Feb, 2025 04:31:06 AM	21 Feb, 2025 09:55:29 PM	17 Feb, 2025 06:42:32 PM	0:05:30		Internal
595161350089			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 04:31:06 AM	21 Feb, 2025 09:55:29 PM	17 Feb, 2025 06:42:32 PM	0:05:30		Internal
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595161350089			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 04:31:06 AM	21 Feb, 2025 09:55:29 PM	17 Feb, 2025 06:42:32 PM	0:05:30		Internal
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595161350089			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 04:31:06 AM	21 Feb, 2025 09:55:29 PM	17 Feb, 2025 06:42:32 PM	0:05:30		Internal
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595161350089			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 04:31:06 AM	21 Feb, 2025 09:55:29 PM	17 Feb, 2025 06:42:32 PM	0:05:30		Internal
595161350089			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 04:31:06 AM	21 Feb, 2025 09:55:29 PM	17 Feb, 2025 06:42:32 PM	0:05:30		Internal
595161427687			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 01:49:26 PM	21 Feb, 2025 10:24:26 PM	18 Feb, 2025 02:41:30 PM	0:05:03		Internal
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595161427687			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Feb, 2025 01:49:26 PM	21 Feb, 2025 10:24:26 PM	18 Feb, 2025 02:41:30 PM	0:05:03		Internal
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595161427687			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Feb, 2025 01:49:26 PM	21 Feb, 2025 10:24:26 PM	18 Feb, 2025 02:41:30 PM	0:05:03		Internal
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595161427687			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 01:49:26 PM	21 Feb, 2025 10:24:26 PM	18 Feb, 2025 02:41:30 PM	0:05:03		Internal
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595161427687			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 01:49:26 PM	21 Feb, 2025 10:24:26 PM	18 Feb, 2025 02:41:30 PM	0:05:03		Internal
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595161427687			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Feb, 2025 01:49:26 PM	21 Feb, 2025 10:24:26 PM	18 Feb, 2025 02:41:30 PM	0:05:03		Internal
595161427687			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 01:49:26 PM	21 Feb, 2025 10:24:26 PM	18 Feb, 2025 02:41:30 PM	0:05:03		Internal
595161427687			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 01:49:26 PM	21 Feb, 2025 10:24:26 PM	18 Feb, 2025 02:41:30 PM	0:05:03		Internal
594150901394			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 07:00:56 PM	21 Feb, 2025 10:30:54 PM	05 Feb, 2025 07:35:25 PM	0:04:57		Internal
594150901394			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 07:00:56 PM	21 Feb, 2025 10:30:54 PM	05 Feb, 2025 07:35:25 PM	0:04:57		Internal
594150901394			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 07:00:56 PM	21 Feb, 2025 10:30:54 PM	05 Feb, 2025 07:35:25 PM	0:04:57		Internal
594150901394			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 07:00:56 PM	21 Feb, 2025 10:30:54 PM	05 Feb, 2025 07:35:25 PM	0:04:57		Internal
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594150901394			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 07:00:56 PM	21 Feb, 2025 10:30:54 PM	05 Feb, 2025 07:35:25 PM	0:04:57		Internal
594150901394			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 07:00:56 PM	21 Feb, 2025 10:30:54 PM	05 Feb, 2025 07:35:25 PM	0:04:57		Internal
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594150901394			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Feb, 2025 07:00:56 PM	21 Feb, 2025 10:30:54 PM	05 Feb, 2025 07:35:25 PM	0:04:57		Internal
594150901394			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 07:00:56 PM	21 Feb, 2025 10:30:54 PM	05 Feb, 2025 07:35:25 PM	0:04:57		Internal
594150901394			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 07:00:56 PM	21 Feb, 2025 10:30:54 PM	05 Feb, 2025 07:35:25 PM	0:04:57		Internal
594150901394			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 07:00:56 PM	21 Feb, 2025 10:30:54 PM	05 Feb, 2025 07:35:25 PM	0:04:57		Internal
594150901394			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Feb, 2025 07:00:56 PM	21 Feb, 2025 10:30:54 PM	05 Feb, 2025 07:35:25 PM	0:04:57		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151392689			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 04:31:06 PM	21 Feb, 2025 10:45:17 PM	10 Feb, 2025 03:49:11 PM	0:06:15		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151391093	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
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594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594151391093			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 04:31:08 PM	21 Feb, 2025 11:06:06 PM	10 Feb, 2025 03:43:13 PM	0:03:37		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
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594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
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594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
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594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150634242	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150634242			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 07:30:50 PM	22 Feb, 2025 06:32:50 PM	04 Feb, 2025 03:36:28 PM	0:06:17		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150436730			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 11:30:46 PM	22 Feb, 2025 06:52:20 PM	03 Feb, 2025 04:12:01 PM	0:07:23		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
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594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594150788384			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 04:30:50 PM	22 Feb, 2025 07:30:20 PM	05 Feb, 2025 03:49:23 AM	0:06:14		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151123647	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151123647			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Feb, 2025 03:00:52 AM	22 Feb, 2025 09:30:01 PM	07 Feb, 2025 01:50:58 AM	0:05:22		Internal
594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
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594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
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594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
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594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
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594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
594151127104			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Feb, 2025 11:00:51 PM	22 Feb, 2025 09:57:31 PM	07 Feb, 2025 08:26:26 AM	0:04:35		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151327345			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Feb, 2025 03:00:36 PM	22 Feb, 2025 11:22:33 PM	09 Feb, 2025 12:45:33 PM	0:02:40		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151398348			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 08:30:48 PM	23 Feb, 2025 01:11:01 AM	10 Feb, 2025 04:06:31 PM	0:03:50		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151530494	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151530494			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 04:00:51 AM	23 Feb, 2025 01:21:02 AM	11 Feb, 2025 12:31:02 AM	0:02:49		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
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594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151496869	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
594151496869			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 12:00:52 PM	23 Feb, 2025 01:34:36 AM	10 Feb, 2025 09:02:01 PM	0:03:30		Internal
595160729959			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Feb, 2025 11:31:37 PM	23 Feb, 2025 01:53:43 AM	12 Feb, 2025 02:46:49 PM	0:02:12		Internal
595160729959			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Feb, 2025 11:31:37 PM	23 Feb, 2025 01:53:43 AM	12 Feb, 2025 02:46:49 PM	0:02:12		Internal
595160729959			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Feb, 2025 11:31:37 PM	23 Feb, 2025 01:53:43 AM	12 Feb, 2025 02:46:49 PM	0:02:12		Internal
595160729959			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Feb, 2025 11:31:37 PM	23 Feb, 2025 01:53:43 AM	12 Feb, 2025 02:46:49 PM	0:02:12		Internal
595160729959			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Feb, 2025 11:31:37 PM	23 Feb, 2025 01:53:43 AM	12 Feb, 2025 02:46:49 PM	0:02:12		Internal
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595160729959			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Feb, 2025 11:31:37 PM	23 Feb, 2025 01:53:43 AM	12 Feb, 2025 02:46:49 PM	0:02:12		Internal
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595160729959			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Feb, 2025 11:31:37 PM	23 Feb, 2025 01:53:43 AM	12 Feb, 2025 02:46:49 PM	0:02:12		Internal
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595160729959			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Feb, 2025 11:31:37 PM	23 Feb, 2025 01:53:43 AM	12 Feb, 2025 02:46:49 PM	0:02:12		Internal
595160729959			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Feb, 2025 11:31:37 PM	23 Feb, 2025 01:53:43 AM	12 Feb, 2025 02:46:49 PM	0:02:12		Internal
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595160729959			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Feb, 2025 11:31:37 PM	23 Feb, 2025 01:53:43 AM	12 Feb, 2025 02:46:49 PM	0:02:12		Internal
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595160729959			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Feb, 2025 11:31:37 PM	23 Feb, 2025 01:53:43 AM	12 Feb, 2025 02:46:49 PM	0:02:12		Internal
595160729959			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Feb, 2025 11:31:37 PM	23 Feb, 2025 01:53:43 AM	12 Feb, 2025 02:46:49 PM	0:02:12		Internal
595160729959			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Feb, 2025 11:31:37 PM	23 Feb, 2025 01:53:43 AM	12 Feb, 2025 02:46:49 PM	0:02:12		Internal
595160729959			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Feb, 2025 11:31:37 PM	23 Feb, 2025 01:53:43 AM	12 Feb, 2025 02:46:49 PM	0:02:12		Internal
595160729959			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Feb, 2025 11:31:37 PM	23 Feb, 2025 01:53:43 AM	12 Feb, 2025 02:46:49 PM	0:02:12		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
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594151392262	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
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594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
594151392262			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 12:01:00 AM	23 Feb, 2025 03:32:13 AM	10 Feb, 2025 03:49:59 PM	0:08:33		Internal
595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
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595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
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595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
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595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
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595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
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595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal
595161393117			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Feb, 2025 10:05:02 PM	23 Feb, 2025 10:16:11 PM	18 Feb, 2025 01:08:29 AM	0:04:23		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
595161530034			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Feb, 2025 10:48:00 PM	23 Feb, 2025 10:57:51 PM	18 Feb, 2025 07:35:25 PM	0:05:13		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151505491			CTE_Outbound		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Feb, 2025 11:01:25 PM	23 Feb, 2025 11:07:03 PM	10 Feb, 2025 09:25:04 PM	0:04:02		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151503872	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
594151503872			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Feb, 2025 11:14:17 PM	23 Feb, 2025 11:23:16 PM	10 Feb, 2025 09:48:13 PM	0:06:34		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
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595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal
595161385180			CTE_Res_Outage		Westwood - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Feb, 2025 11:39:59 PM	23 Feb, 2025 11:47:22 PM	17 Feb, 2025 11:03:07 PM	0:04:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150823286	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
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594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
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594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
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594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
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594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
594150823286			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Feb, 2025 03:00:53 AM	23 Feb, 2025 11:47:34 PM	05 Feb, 2025 03:06:20 PM	0:08:42		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal

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594151347826	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
594151347826			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 08:30:49 AM	23 Feb, 2025 11:54:59 PM	10 Feb, 2025 06:31:30 AM	0:02:48		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
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595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
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595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161336553			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Feb, 2025 11:51:05 PM	23 Feb, 2025 11:55:37 PM	17 Feb, 2025 05:15:59 PM	0:05:18		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161309390	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161309390			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Feb, 2025 11:56:26 PM	24 Feb, 2025 12:04:09 AM	17 Feb, 2025 02:38:11 PM	0:06:01		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161396480			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 12:05:59 AM	24 Feb, 2025 12:17:57 AM	18 Feb, 2025 02:30:27 AM	0:05:22		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161228606	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161228606			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Feb, 2025 07:00:30 PM	24 Feb, 2025 01:05:51 AM	16 Feb, 2025 06:51:35 PM	0:02:02		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161923594	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161923594			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 09:01:35 PM	24 Feb, 2025 01:20:05 AM	20 Feb, 2025 09:08:35 PM	0:02:25		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
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595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
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595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
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595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595161408407			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Feb, 2025 01:31:18 PM	24 Feb, 2025 01:34:17 AM	18 Feb, 2025 12:59:35 PM	0:02:06		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160853857	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160853857			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Feb, 2025 10:30:55 AM	24 Feb, 2025 01:39:23 AM	12 Feb, 2025 11:08:08 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
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595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal
595160689072			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Feb, 2025 07:31:21 AM	24 Feb, 2025 01:55:02 AM	11 Feb, 2025 10:46:06 PM	0:02:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150458280	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
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594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
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594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
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594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
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594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
594150458280			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 01:51:07 AM	24 Feb, 2025 01:59:53 AM	03 Feb, 2025 05:46:39 PM	0:03:15		Internal
595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
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595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
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595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
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595161208128	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
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595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
595161208128			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Feb, 2025 03:00:32 PM	24 Feb, 2025 02:37:36 AM	16 Feb, 2025 02:26:18 PM	0:03:28		Internal
594151407792			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 04:31:06 PM	24 Feb, 2025 03:01:13 AM	10 Feb, 2025 04:08:02 PM	0:06:09		Internal
594151407792			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 04:31:06 PM	24 Feb, 2025 03:01:13 AM	10 Feb, 2025 04:08:02 PM	0:06:09		Internal
594151407792			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 04:31:06 PM	24 Feb, 2025 03:01:13 AM	10 Feb, 2025 04:08:02 PM	0:06:09		Internal
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594151407792			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 04:31:06 PM	24 Feb, 2025 03:01:13 AM	10 Feb, 2025 04:08:02 PM	0:06:09		Internal
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594151407792			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 04:31:06 PM	24 Feb, 2025 03:01:13 AM	10 Feb, 2025 04:08:02 PM	0:06:09		Internal
594151407792			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 04:31:06 PM	24 Feb, 2025 03:01:13 AM	10 Feb, 2025 04:08:02 PM	0:06:09		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161630136	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161630136			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 04:01:03 AM	24 Feb, 2025 12:21:34 PM	19 Feb, 2025 01:59:58 PM	0:04:31		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161718103	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
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595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161718103			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 12:43:40 PM	24 Feb, 2025 12:47:49 PM	19 Feb, 2025 07:06:43 PM	0:02:18		Internal
595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
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595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
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595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
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595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
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595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161394055	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
595161394055			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 01:20:50 PM	24 Feb, 2025 01:26:11 PM	18 Feb, 2025 01:26:52 AM	0:02:17		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
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595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
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595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
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595162141360			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 01:38:13 PM	24 Feb, 2025 01:47:51 PM	22 Feb, 2025 01:07:54 PM	0:02:01		Internal
595161617176			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 02:02:09 PM	24 Feb, 2025 02:08:54 PM	19 Feb, 2025 11:34:49 AM	0:02:46		Internal
595161617176			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 02:02:09 PM	24 Feb, 2025 02:08:54 PM	19 Feb, 2025 11:34:49 AM	0:02:46		Internal
595161617176			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 02:02:09 PM	24 Feb, 2025 02:08:54 PM	19 Feb, 2025 11:34:49 AM	0:02:46		Internal
595161617176			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 02:02:09 PM	24 Feb, 2025 02:08:54 PM	19 Feb, 2025 11:34:49 AM	0:02:46		Internal
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595161617176	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	24 Feb, 2025 02:02:09 PM	24 Feb, 2025 02:08:54 PM	19 Feb, 2025 11:34:49 AM	0:02:46		Internal
595161617176			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 02:02:09 PM	24 Feb, 2025 02:08:54 PM	19 Feb, 2025 11:34:49 AM	0:02:46		Internal
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595161380471			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 02:24:52 PM	24 Feb, 2025 02:36:21 PM	17 Feb, 2025 10:16:18 PM	0:02:17		Internal
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595161380471			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 02:24:52 PM	24 Feb, 2025 02:36:21 PM	17 Feb, 2025 10:16:18 PM	0:02:17		Internal
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595161380471			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 02:24:52 PM	24 Feb, 2025 02:36:21 PM	17 Feb, 2025 10:16:18 PM	0:02:17		Internal
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594151494114			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 12:00:58 AM	24 Feb, 2025 02:54:12 PM	10 Feb, 2025 09:17:30 PM	0:03:09		Internal
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594151494114			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 12:00:58 AM	24 Feb, 2025 02:54:12 PM	10 Feb, 2025 09:17:30 PM	0:03:09		Internal
594151494114			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 12:00:58 AM	24 Feb, 2025 02:54:12 PM	10 Feb, 2025 09:17:30 PM	0:03:09		Internal
594151494114			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 12:00:58 AM	24 Feb, 2025 02:54:12 PM	10 Feb, 2025 09:17:30 PM	0:03:09		Internal
594151494114			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 12:00:58 AM	24 Feb, 2025 02:54:12 PM	10 Feb, 2025 09:17:30 PM	0:03:09		Internal
594151494114			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 12:00:58 AM	24 Feb, 2025 02:54:12 PM	10 Feb, 2025 09:17:30 PM	0:03:09		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161570306	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
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595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595161570306			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 08:01:28 PM	24 Feb, 2025 03:13:20 PM	18 Feb, 2025 09:26:00 PM	0:05:13		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
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595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
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595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
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595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160692053	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595160692053			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 09:31:13 AM	24 Feb, 2025 03:19:57 PM	11 Feb, 2025 10:49:14 PM	0:08:44		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595162219569			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 03:00:18 PM	24 Feb, 2025 03:24:00 PM	24 Feb, 2025 02:47:23 PM	0:02:35		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161912007	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595161912007			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 03:10:08 PM	24 Feb, 2025 03:33:03 PM	20 Feb, 2025 07:57:05 PM	0:02:23		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162180589			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Feb, 2025 07:00:48 PM	24 Feb, 2025 03:37:14 PM	23 Feb, 2025 06:31:45 PM	0:03:03		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162133285	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
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595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
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595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595162133285			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 03:43:23 PM	24 Feb, 2025 03:49:31 PM	22 Feb, 2025 01:08:45 AM	0:02:30		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
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595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
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595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal

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595161371780	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
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595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595161371780			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 04:07:05 PM	24 Feb, 2025 04:15:06 PM	17 Feb, 2025 09:10:23 PM	0:02:32		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595160803058			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Feb, 2025 02:31:01 AM	24 Feb, 2025 04:38:44 PM	12 Feb, 2025 07:37:27 PM	0:08:11		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161590827	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
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595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
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595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161590827			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 04:44:38 PM	24 Feb, 2025 05:41:00 PM	18 Feb, 2025 10:22:39 PM	0:06:10		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161938006	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161938006			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 05:36:51 PM	24 Feb, 2025 05:47:43 PM	20 Feb, 2025 09:51:19 PM	0:02:52		Internal
595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
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595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
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595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
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595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
595161221194			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Feb, 2025 07:00:29 PM	24 Feb, 2025 06:23:19 PM	16 Feb, 2025 05:45:33 PM	0:03:20		Internal
595161963156			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 06:23:27 PM	24 Feb, 2025 06:26:36 PM	21 Feb, 2025 02:21:50 AM	0:02:43		Internal
595161963156			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 06:23:27 PM	24 Feb, 2025 06:26:36 PM	21 Feb, 2025 02:21:50 AM	0:02:43		Internal
595161963156			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 06:23:27 PM	24 Feb, 2025 06:26:36 PM	21 Feb, 2025 02:21:50 AM	0:02:43		Internal
595161963156			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 06:23:27 PM	24 Feb, 2025 06:26:36 PM	21 Feb, 2025 02:21:50 AM	0:02:43		Internal
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595161963156			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 06:23:27 PM	24 Feb, 2025 06:26:36 PM	21 Feb, 2025 02:21:50 AM	0:02:43		Internal
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595161963156			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 06:23:27 PM	24 Feb, 2025 06:26:36 PM	21 Feb, 2025 02:21:50 AM	0:02:43		Internal
594150729044			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 06:22:57 PM	24 Feb, 2025 06:38:04 PM	04 Feb, 2025 08:07:06 PM	0:03:29		Internal
594150729044			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 06:22:57 PM	24 Feb, 2025 06:38:04 PM	04 Feb, 2025 08:07:06 PM	0:03:29		Internal
594150729044			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 06:22:57 PM	24 Feb, 2025 06:38:04 PM	04 Feb, 2025 08:07:06 PM	0:03:29		Internal
594150729044			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 06:22:57 PM	24 Feb, 2025 06:38:04 PM	04 Feb, 2025 08:07:06 PM	0:03:29		Internal
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595161885042			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 07:39:54 PM	24 Feb, 2025 07:45:02 PM	20 Feb, 2025 06:16:47 PM	0:03:00		Internal
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595161885042			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 07:39:54 PM	24 Feb, 2025 07:45:02 PM	20 Feb, 2025 06:16:47 PM	0:03:00		Internal
595161885042			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 07:39:54 PM	24 Feb, 2025 07:45:02 PM	20 Feb, 2025 06:16:47 PM	0:03:00		Internal
595161885042			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 07:39:54 PM	24 Feb, 2025 07:45:02 PM	20 Feb, 2025 06:16:47 PM	0:03:00		Internal
595161885042			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 07:39:54 PM	24 Feb, 2025 07:45:02 PM	20 Feb, 2025 06:16:47 PM	0:03:00		Internal
595161885042			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 07:39:54 PM	24 Feb, 2025 07:45:02 PM	20 Feb, 2025 06:16:47 PM	0:03:00		Internal
595161885042			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 07:39:54 PM	24 Feb, 2025 07:45:02 PM	20 Feb, 2025 06:16:47 PM	0:03:00		Internal
595161885042			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 07:39:54 PM	24 Feb, 2025 07:45:02 PM	20 Feb, 2025 06:16:47 PM	0:03:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161885042	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	24 Feb, 2025 07:39:54 PM	24 Feb, 2025 07:45:02 PM	20 Feb, 2025 06:16:47 PM	0:03:00		Internal
595161885042			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 07:39:54 PM	24 Feb, 2025 07:45:02 PM	20 Feb, 2025 06:16:47 PM	0:03:00		Internal
595161885042			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 07:39:54 PM	24 Feb, 2025 07:45:02 PM	20 Feb, 2025 06:16:47 PM	0:03:00		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
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595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
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595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
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595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161333715			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Feb, 2025 01:31:29 AM	24 Feb, 2025 08:05:38 PM	17 Feb, 2025 05:03:35 PM	0:04:14		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
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595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161304575	[redacted]		CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
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595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595161304575			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Feb, 2025 09:31:33 PM	24 Feb, 2025 10:03:51 PM	17 Feb, 2025 02:06:40 PM	0:04:23		Internal
595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
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595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
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595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
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595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
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595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
595162220070			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 03:00:13 PM	25 Feb, 2025 12:22:43 PM	24 Feb, 2025 02:48:49 PM	0:03:52		Internal
595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal

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595162257351	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
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595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
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595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
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595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
595162257351			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 12:43:18 PM	25 Feb, 2025 12:49:03 PM	24 Feb, 2025 04:53:21 PM	0:04:57		Internal
595162369816			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
595162369816			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
595162369816			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
595162369816			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
595162369816			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
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595162369816			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
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595162369816			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
595162369816			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
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595162369816			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
595162369816			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
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595162369816	[redacted]	[redacted]	CTE_Res_Billing_Span	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
595162369816			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
595162369816			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
595162369816			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
595162369816			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
595162369816			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
595162369816			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
595162369816			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 11:00:14 PM	25 Feb, 2025 01:36:46 PM	24 Feb, 2025 10:33:47 PM	0:04:24		Internal
594150430600			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 09:30:56 PM	25 Feb, 2025 01:41:48 PM	03 Feb, 2025 04:26:09 PM	0:05:59		Internal
594150430600			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 09:30:56 PM	25 Feb, 2025 01:41:48 PM	03 Feb, 2025 04:26:09 PM	0:05:59		Internal
594150430600			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 09:30:56 PM	25 Feb, 2025 01:41:48 PM	03 Feb, 2025 04:26:09 PM	0:05:59		Internal
594150430600			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 09:30:56 PM	25 Feb, 2025 01:41:48 PM	03 Feb, 2025 04:26:09 PM	0:05:59		Internal
594150430600			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 09:30:56 PM	25 Feb, 2025 01:41:48 PM	03 Feb, 2025 04:26:09 PM	0:05:59		Internal
594150430600			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 09:30:56 PM	25 Feb, 2025 01:41:48 PM	03 Feb, 2025 04:26:09 PM	0:05:59		Internal
594150430600			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 09:30:56 PM	25 Feb, 2025 01:41:48 PM	03 Feb, 2025 04:26:09 PM	0:05:59		Internal
594150430600			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 09:30:56 PM	25 Feb, 2025 01:41:48 PM	03 Feb, 2025 04:26:09 PM	0:05:59		Internal
594150430600			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 09:30:56 PM	25 Feb, 2025 01:41:48 PM	03 Feb, 2025 04:26:09 PM	0:05:59		Internal
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594150430600			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 09:30:56 PM	25 Feb, 2025 01:41:48 PM	03 Feb, 2025 04:26:09 PM	0:05:59		Internal
594150430600			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 09:30:56 PM	25 Feb, 2025 01:41:48 PM	03 Feb, 2025 04:26:09 PM	0:05:59		Internal
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594150430600			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 09:30:56 PM	25 Feb, 2025 01:41:48 PM	03 Feb, 2025 04:26:09 PM	0:05:59		Internal
594150430600			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 09:30:56 PM	25 Feb, 2025 01:41:48 PM	03 Feb, 2025 04:26:09 PM	0:05:59		Internal
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594150430600			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 09:30:56 PM	25 Feb, 2025 01:41:48 PM	03 Feb, 2025 04:26:09 PM	0:05:59		Internal
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594150430600			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 09:30:56 PM	25 Feb, 2025 01:41:48 PM	03 Feb, 2025 04:26:09 PM	0:05:59		Internal
594150430600			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 09:30:56 PM	25 Feb, 2025 01:41:48 PM	03 Feb, 2025 04:26:09 PM	0:05:59		Internal
594150430600			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 09:30:56 PM	25 Feb, 2025 01:41:48 PM	03 Feb, 2025 04:26:09 PM	0:05:59		Internal
595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
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595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
595161398996			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 01:47:14 PM	25 Feb, 2025 01:50:31 PM	18 Feb, 2025 04:15:38 AM	0:03:30		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161609251	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595161609251			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 01:57:56 PM	25 Feb, 2025 02:04:40 PM	19 Feb, 2025 12:36:30 AM	0:02:33		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162116118	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595162116118			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 02:24:00 PM	25 Feb, 2025 02:29:39 PM	21 Feb, 2025 10:08:05 PM	0:02:16		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161608469			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 02:42:55 PM	25 Feb, 2025 02:46:19 PM	19 Feb, 2025 12:10:28 AM	0:03:36		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161396851	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595161396851			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 03:52:29 PM	25 Feb, 2025 03:56:04 PM	18 Feb, 2025 02:38:08 AM	0:03:21		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
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595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
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595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162398407	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595162398407			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 03:51:31 PM	25 Feb, 2025 04:02:17 PM	25 Feb, 2025 01:23:38 PM	0:02:56		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
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595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595161793918			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 05:08:23 PM	25 Feb, 2025 05:12:12 PM	20 Feb, 2025 02:17:38 AM	0:02:43		Internal
595162374291			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
595162374291			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
595162374291			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
595162374291			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
595162374291			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
595162374291			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
595162374291			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
595162374291			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
595162374291			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
595162374291			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162374291	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
595162374291		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
595162374291		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
595162374291		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
595162374291		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
595162374291		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
595162374291		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
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595162374291		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
595162374291		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
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595162374291		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
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595162374291		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 04:31:28 AM	25 Feb, 2025 05:25:00 PM	24 Feb, 2025 10:48:57 PM	0:03:23		Internal
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595161800140		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 05:43:09 PM	25 Feb, 2025 05:48:15 PM	20 Feb, 2025 12:09:33 PM	0:03:13		Internal
595161800140		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 05:43:09 PM	25 Feb, 2025 05:48:15 PM	20 Feb, 2025 12:09:33 PM	0:03:13		Internal
595161800140		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 05:43:09 PM	25 Feb, 2025 05:48:15 PM	20 Feb, 2025 12:09:33 PM	0:03:13		Internal
595161800140		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 05:43:09 PM	25 Feb, 2025 05:48:15 PM	20 Feb, 2025 12:09:33 PM	0:03:13		Internal
595161800140		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 05:43:09 PM	25 Feb, 2025 05:48:15 PM	20 Feb, 2025 12:09:33 PM	0:03:13		Internal
595161800140		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 05:43:09 PM	25 Feb, 2025 05:48:15 PM	20 Feb, 2025 12:09:33 PM	0:03:13		Internal
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595161800140	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Feb, 2025 05:43:09 PM	25 Feb, 2025 05:48:15 PM	20 Feb, 2025 12:09:33 PM	0:03:13		Internal
595161800140			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 05:43:09 PM	25 Feb, 2025 05:48:15 PM	20 Feb, 2025 12:09:33 PM	0:03:13		Internal
595161800140			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 05:43:09 PM	25 Feb, 2025 05:48:15 PM	20 Feb, 2025 12:09:33 PM	0:03:13		Internal
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595161800140			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 05:43:09 PM	25 Feb, 2025 05:48:15 PM	20 Feb, 2025 12:09:33 PM	0:03:13		Internal
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595161889218			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 05:01:20 PM	25 Feb, 2025 05:57:34 PM	20 Feb, 2025 06:51:12 PM	0:02:15		Internal
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595161889218			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 05:01:20 PM	25 Feb, 2025 05:57:34 PM	20 Feb, 2025 06:51:12 PM	0:02:15		Internal
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595161889218			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 05:01:20 PM	25 Feb, 2025 05:57:34 PM	20 Feb, 2025 06:51:12 PM	0:02:15		Internal
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595161377764			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Feb, 2025 11:00:58 PM	25 Feb, 2025 06:38:49 PM	17 Feb, 2025 09:53:31 PM	0:04:10		Internal
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595161377764			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Feb, 2025 11:00:58 PM	25 Feb, 2025 06:38:49 PM	17 Feb, 2025 09:53:31 PM	0:04:10		Internal
595161377764			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Feb, 2025 11:00:58 PM	25 Feb, 2025 06:38:49 PM	17 Feb, 2025 09:53:31 PM	0:04:10		Internal
595161377764			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Feb, 2025 11:00:58 PM	25 Feb, 2025 06:38:49 PM	17 Feb, 2025 09:53:31 PM	0:04:10		Internal
595161377764			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Feb, 2025 11:00:58 PM	25 Feb, 2025 06:38:49 PM	17 Feb, 2025 09:53:31 PM	0:04:10		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal